

**NAVAL SURFACE WARFARE CENTER  
CARDEROCK DIVISION  
WEST BETHESDA, MD AND PHILADELPHIA, PA**

**PERFORMANCE WORK STATEMENT  
FOR**

**SECTION C.10  
SUPPLY CUSTOMER SERVICE**

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**SECTION C.10 SUPPLY CUSTOMER SERVICE**

**C.10.1. INTRODUCTION**

The Service Provider shall provide all personnel and material resources, other than that identified as Government furnished, necessary to support the Supply – Customer Service Branch responsibilities for NSWCCD Headquarters as specified herein. The Service Provider shall support the Supply Department by providing:

- ? Customer Services
- ? Requisition Processing
- ? Inventory Management
- ? Receipt and Invoice Support Documentation Processing
- ? Special Programs Management

Note: For the purpose of this PWS the term “invoice processing” with respect to the Service Provider includes the gathering and batching of documents that are provided to a Government Accountable Official who will verify and forward a documentation package to a Government Certifying Official for payment of invoices.

**C.10.2. GENERAL INFORMATION AND REQUIREMENTS**

**C.10.2.1. MISSION STATEMENT**

**C.10.2.1.1. Supply Department**

The overall NSWC Carderock Division Supply Department mission is to provide full spectrum contracting, purchasing and material management services to all organizational elements within the Division.

**C.10.2.2. BACKGROUND**

The Customer Service Branch is one of three major organizations in the NSWCCD Supply Department; the others being Contracts and Material. The Customer Service Branch is responsible for the centralized management and direction of all Division functions related to inventory management, administration of purchase orders, contracts and requisitions. Branch responsibilities include technical screening, receipt processing, invoice processing, material management system administration, sponsor/custody material program

coordination, special programs for copiers, cell phones, computer repair, etc., and development of related policies and procedures.

### **C.10.2.3. HOURS OF OPERATION**

#### **C.10.2.3.1. Normal Service Coverage Hours**

The Customer Service Branch operates on a Monday through Friday, 0600 to 1800 normal service coverage schedule, excluding legal public holidays. A service coverage schedule is defined as having at least one employee capable of responding to both routine customer service questions but more specifically to act on emergent customer requirements any time during the specified hours. The Service Provider shall ensure adequate staffing is available to satisfy the NSWC normal service coverage hours, with earlier starting or later ending times to be used to accommodate lunch period staffing requirements and to compliment the schedules of the various functional customers to maximize service to Division customers.

#### **C.10.2.3.2. Work Outside Normal Service Coverage**

The Service Provider shall support work outside normal service coverage hours when required. Work outside the normal service coverage hours may occur for, but are not limited to:

- ? Special projects such as ILSMIS version updates and conversions
- ? Website information and links for customers
- ? Resolving data discrepancies
- ? Sponsor/custody material reviews
- ? Computer hardware and software support
- ? Training of customers on ILSMIS or related systems or interfaces
- ? Assistance to Division detachments located in different time zones
- ? Surge or exceptional customer requirements which can occur outside normal hours, e.g., weekend inventories, backlog reduction efforts or data calls
- ? End of Fiscal Year requirements

Historical information on work outside normal service coverage is provided in Attachment C.10-4. Projected Workload.

### **C.10.2.4. WORK SITE LOCATIONS AND SITE SUPPORT**

#### **C.10.2.4.1. Work Site Location**

The Customer Service Branch is located in Building 32 at NSWCCD Headquarters. The building is shared with the NSWCCD Headquarters Environmental, Safety and Health Department.

#### **C.10.2.4.2. Site Support**

C.10.2.4.2.1. General. The Service Provider shall provide supply and logistics support to all NSWC Carderock Division sites. Services to be provided may include assistance and training in any of the assigned functional areas.

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C.10.2.4.2.2. Site Visits. As part of the site support function, the Service Provider shall be required to visit various division sites throughout the performance period of this contract. The Service Provider may also forward requests to perform site visits to the Government Representative for approval. The Government will fund all approved visits. The Service Provider shall prepare a trip report and debrief the Government Representative on the results of each site visit.

#### **C.10.2.5. GOVERNMENT FURNISHED PROPERTY AND SERVICES**

##### **C.10.2.5.1. General**

The Government will furnish or make available to the Service Provider for use in the performance of the Supply Customer Service functions, the Government Furnished Equipment, Materials and Supplies required to complete the tasks described herein. Specific requirements regarding Government Furnished Property and Services are delineated in Section C.3 Government Furnished Facilities, Equipment, Materials and Supplies, and Services.

##### **C.10.2.5.2. Government Furnished Equipment**

The Government will furnish the equipment listed in Attachment C.10-2. Government Furnished Equipment, for carrying out the requirements of this performance work statement. This equipment will be shared with the continuing Government workforce in the customer service work area. Accordingly, the Government will maintain this equipment pursuant to limitations of Section C.3.

##### **C.10.2.5.3. Government Furnished Materials and Supplies**

Pursuant to Section C.3.7, the Government will furnish the materials and supplies needed to complete the tasks stated herein.

#### **C.10.2.6. SERVICE PROVIDER RESPONSIBILITIES**

The Service Provider shall provide all personnel necessary to perform the Supply Customer Service Branch functional responsibilities. These functional responsibilities include customer service; supply systems administration; requisition processing, technical screening and expediting; discrepant and frustrated material resolution; excess material processing; inventory management, receipt processing, invoice processing, and assistance with the management of special service contracts. The Service Provider shall perform all administrative and accounting functions inherent in the performance of these specific supply operational functional areas.

#### **C.10.2.7. SERVICE PROVIDER INTERFACES**

##### **C.10.2.7.1. General.**

The Service Provider shall interface with various personnel, functional areas, activities, agencies and customers to properly carry out the Supply Customer Service functions required by this contract.

##### **C.10.2.7.2. Internal Interfaces.**

The Service Provider shall interface on a regular basis with the following personnel, functional areas and sites at all levels internal to Carderock Division in the performance of this contract:

- ? Customers at all sites
- ? Contracts and Simplified Acquisition Procedures (SAP) Teams
- ? Comptroller Department
- ? Material Branch
- ? Information Systems Department
- ? Security Office
- ? Human Resources Development Office
- ? Mailrooms
- ? Facilities Department

#### C.10.2.7.3. External Interfaces.

To perform the requirements of this PWS, the Service Provider shall interface on a regular basis and at all levels of those activities, functional areas and sites listed below and periodically but infrequently with many other activities not listed herein.

- ? Defense Finance and Accounting Service (DFAS)
- ? System Support Groups (SSGs)
- ? Naval Surface Warfare Center (NSWC) Headquarters and other Divisions
- ? Naval Sea Systems Command (NAVSEA)
- ? Vendors
- ? Support Contractors
- ? Defense Logistics Agency (DLA) Depots
- ? Navy Inventory Control Point (NAVICP)
- ? General Services Administration Customer Supply Center/Industrial Products Center (GSA CSC/IPC)
- ? Fleet Industrial Supply Center (FISC)

#### **C.10.2.8. WORKLOAD**

The projected workload for the Supply Department Customer Service function is provided in the text herein and in Attachment C.10-4. Projected Workload.

#### **C.10.2.9. PERFORMANCE REQUIREMENTS**

The Service Provider shall meet the Performance Requirements contained in Attachment C.10-9. Performance Requirements Summary.

#### **C.10.2.10. REQUIRED REPORTS**

The Service Provider shall submit all of the reports listed in Attachment C.10-7. Reports and Submittals.

#### **C.10.2.11. DIRECTIVES, PUBLICATIONS, AND FORMS**

The Government will provide all publications and forms listed in Attachment C.10-10 at the start of the Contract. These publications and forms are coded Mandatory (M) or Advisory (A). The Service Provider shall comply with those publications and use those forms coded as mandatory (M). The Service Provider shall be guided by those publications or use those forms coded advisory (A) to the extent necessary to accomplish the requirements in this Contract. The Service Provider shall establish, and update as required, a file of all required publications listed in this Section. Supplements or amendments to listed publications may be issued during the life of the Contract. Any task set forth in any such reference that calls for the exercise of discretionary Government authority that cannot be delegated shall be subject to the final approval of the Government Representative. All publications and forms will be the most current issue.

### **C.10.3. DEFINITIONS, ABBREVIATIONS AND ACRONYMS**

The Definitions, Abbreviations and Acronyms relevant to the Supply Department Customer Service Function are provided in Attachment C.10-1 Definitions, Abbreviations and Acronyms.

### **C.10.4. PERSONNEL REQUIREMENTS**

#### **C.10.4.1. GENERAL**

The Service Provider shall have technically competent supply personnel with appropriate education, training and relevant experience for the respective positions and sufficient staffing to meet regular workload shifts as well as surges. The Service Provider's personnel shall be required to communicate and coordinate with various levels of Naval and Civilian personnel to properly process, maintain and submit supply and financial transactions.

#### **C.10.4.2. INFORMATION SYSTEMS**

The Service Provider's personnel shall be knowledgeable, trained and fully functionally able to utilize the various supply department information systems listed herein as used by NSWC Carderock Division. The Service Provider personnel shall remain technically competent and up-to-date in the various information systems used by NSWC Carderock Division and its customers.

#### **C.10.4.3. SPECIFIC REQUIREMENTS FOR KEY PERSONNEL**

##### **C.10.4.3.1. Customer Service On-Site Manager**

C.10.4.3.1.1. The Service Provider shall have a Customer Service On-Site Manager (CSOM) who shall be the process owner for the entire functional spectrum described in this "Supply Customer Service" section of the PWS. As process owner, the CSOM shall be expected to provide a level of commitment equal to that expected of peers in customer organizations and shall determine and implement as necessary best business practices to fulfill mission support objectives. In order to satisfactorily perform this function, the CSOM shall have four (4) years of progressively responsible, related experience that reflects the work as described in the CSC section of the PWS. The CSOM shall be fully knowledgeable in DoD, Navy, NAVSEA and NSWC Supply Customer Service policies and functions, as listed in Attachment C.10-10.



C.10.4.3.1.2. The CSOM shall maintain the Supply Customer Service overall process in a state of continuous improvement. The CSOM shall epitomize for and instill in all assigned personnel the highest possible standards of customer service, to the extent that it is evident in all work products, functional transactions and customer interactions. In addition, the Service Provider shall be required to draft responses to all internal and external (e.g., Inspector General, Naval Audit Service and Headquarter offices) inquiries related to the Supply Customer Service overall process and mission and forward it to the Government Representative.

#### C.10.4.3.2. Resource and Automation Management

C.10.4.3.2.1. The Service Provider CSOM shall be responsible for managing non-personnel resources assigned to this functional area, including application of automation to business and office processes, and communications channels for internal and outreach connectivity.

C.10.4.3.2.2. The Service Provider CSOM is the senior command point of contact for ILSMIS day-to-day operation and issues. In this regard, specific ILSMIS functions described elsewhere; e.g., system administration, user support and integration into functional processes fall under the overall management of the CSOM. In addition, ILSMIS interface with all other systems in the standard business suite and representation to those other systems; e.g., DIFMS, SPS, etc. in general, is required to optimize the benefits of integrated standard systems.

C.10.4.3.2.3. Web-based technology shall be a primary consideration of the CSOM in all decisions. Process and communications improvement actions shall be required to include consideration of the application of the Internet and command web sites and the electronic commerce objectives of the Government.

C.10.4.3.2.4. The CSOM shall be responsible for all material and property assigned to the functions assigned. This responsibility includes determination of need, application and item tracking. The Service Provider shall research and recommend to the Government Representative for consideration, resource upgrades that enhance the continuous improvement process.

#### C.10.4.3.3. Teaming

C.10.4.3.3.1. The CSOM shall participate in internal and external teaming arrangements as follows:

C.10.4.3.3.1.1. Internal Customer Service teams assembled under the auspices of the CSOM for special projects or to facilitate regular day-to-day task accomplishment.

C.10.4.3.3.1.2. Strategic planning and policy development as requested by the Government Representative, including representation of the Customer Service functional area such as working with Carderock Division Site personnel to address mutual issues or processes.

#### C.10.4.3.3.2. Interface

C.10.4.3.3.2.1. The Service Provider CSOM supports the Government Representative who is the primary interface to all internal and external offices for Supply Customer Service matters including command office heads, participation in NSWC/NAVSEA initiatives and working with GSA, DFAS, ILSMIS SSG and other functionally related outside offices, as well as vendors and other constituencies.

C.10.4.3.3.2.2. Financial Interface is particularly critical. The Service Provider CSOM shall work on a regular basis to resolve transactional issues between Supply and Comptroller functions and systems. Costing and financial mismatches that arise from normal operations or system incompatibilities must be recognized and promptly dealt with in conjunction with other steps in the transaction process.

C.10.4.3.4. Systems Administrator.

C.10.4.3.4.1. The Service Provider shall provide a Systems Administrator with five years systems administration related experience and is knowledgeable of DoD and Navy information systems protocols. The Service Provider shall appoint a Systems Administrator for all Supply Department information management systems. This individual shall have three (3) years experience with two or more of the following systems:

- ? Industrial Logistics Support Management Information System (ILSMIS) and related report generator, currently Intelligent Query (IQ) – required to be one of the two systems experience
- ? Realtime Reutilization Asset Management (RRAM) or equivalent
- ? Electronic Invoice Certification (EIC) or equivalent
- ? CD-FICHE or similar software for researching stock numbers
- ? Carderock Division Invoice Tracking System (CDITS) or equivalent
- ? INTERMART Desk-top Ordering System or equivalent
- ? Digital SOM (Sponsor Owned Material) or equivalent
- ? Business Objects or Intelligent Query (IQ)
- ? Xerox Docushare

C.10.4.3.4.2. Additional knowledge or experience in the following systems or equivalents is also desirable:

- ? Defense Integrated Financial Management System (DIFMS)
- ? Computer Asset Inventory System (CAIS)
- ? Paperless Ordering and Receipt Transactions (PORTS)
- ? Defense Automated Addressing System (DAAS)
- ? Defense Mega-Center (DMC)
- ? Corporate Database (CDB)
- ? Information System Security Survey (ISSS)

- ? DAAS Automated Message Exchange System (DAMES)
- ? Corporate Travel System (CTS)
- ? SPOCK – Named server to access CDB Mainframe
- ? GREP – UNIX command for user query
- ? Defense Emergency Supply Expert System (DESSEX)
- ? Defense Reutilization and Marketing Service (DRMS)
- ? Ready Resource Material (RRM)

C.10.4.3.4.3. The Systems Administrator shall also have experience in the implementation and maintenance of system security policies and procedures, ADP Information System Security Officer (AISSO) duties, functional requirements definition and System Change Requests (SCRs), and system upgrade installation and user support. The Systems Administrator shall be customer service focused, able to resolve user issues with functionality and system technical aspects, prepare and update manuals, desk guides, and other documentation related to supported systems, and be skilled in associated user training and interfacing with other systems offices both at the command and at supporting commands. The Systems Administrator shall be familiar with related commercial off the shelf (COTS) software systems and applications in use in conjunction with the supply systems, including operating systems, office automation and network software, e.g., NT.

#### **C.10.4.4. SECURITY CLEARANCES**

The Service Provider shall ensure that all Service Provider employees in the Customer Service Branch who open and distribute mail and those who access DIFMS and DFAS information systems in the performance of their functions have a background investigation done by the National Agency Check with Inquiries (NACI).

### **C.10.5. SPECIFIC TASKS**

The Service Provider shall provide all aspects of customer service as described below.

#### **C.10.5.1. CUSTOMER SERVICE**

##### **C.10.5.1.1. Assistance and Response**

The Service Provider shall advise and assist customers on all matters relating to supply support and shall provide response to customer inquiries and technical questions within one working day or by the time required in the request. The Service Provider shall support requests for technical help and provide formal and informal training to customers on such subjects as, but not limited to, general supply procedures and using the various automated data management systems.

##### **C.10.5.1.2. Information Awareness**

The Service Provider shall keep customers fully informed of policy and procedural changes that impact supply-related operating procedures, levels of support and departmental/program interfaces.

C.10.5.1.2.1. Disruptions to Service. Information regarding known or anticipated disruption of services shall be promulgated to customers within one (1) hour of receipt of information regarding the planned or potential disruption.

C.10.5.1.2.2. Customer Guide. The Service Provider shall review and provide as requested by the Government Representative, updated Customer Service related information for the Supply Department Customer Guide. A sample of the current Customer Guide is provided in the TRL.

C.10.5.1.2.3. Fiscal Year Changeover Processing Procedures Notification. The Service Provider shall update and issue guidance to customers as to cut-off dates and other special processing procedures for business conducted during the end and beginning of the government fiscal year. Guidance must be developed in conjunction with other offices, including purchasing, Financial Management, Material, Information Systems, and NSWC, Crane Division Automated Data Processing Support Group. Guidance and date information shall include but not be limited to the procedures for: requisitioning; acquisition; funds expiration; processing during automated system downtime; material services such as shipping, shop stores, storage, and receiving; exceptions to the procedures and emergency processing. Prior year notification announcement is available in the TRL.

#### C.10.5.1.3. Web Page

##### C.10.5.1.3.1. General.

The Service Provider shall maintain and update the Supply Department Customer Service Web Page on a monthly or more frequent basis as needed. Service Provider responsibilities include the entire web page update process as well as acting as the web page content manager and functional expert for both the technology and the content.

##### C.10.5.1.3.2. Specific Content

Some of the specific content requirements of the web page include:

- ? Maintaining digital sponsor owned material data
- ? Functional Descriptions of Customer Service Branch support areas
- ? Point of Contact listings
- ? ILSMIS Desk Guide, Release Summaries, System Change Requests, FAQs, and topical, timely user information as appropriate
- ? Customer information on MILSTRIP status, expediting, cell phones, GSA and similar topics
- ? Customer information on available contracts for computer repair, desk top delivery, copiers and so forth

#### C.10.5.1.4. Meetings, Conferences and Seminars.

The Service Provider shall attend meetings, conferences and seminars as directed by the Government Representative. The Service Provider shall

prepare and conduct briefings as requested by the Government Representative on all functional areas of Service Provider responsibility. The Government Representative will approve and fund directed meetings, seminars and conferences.

#### C.10.5.1.5. Special Projects

The Service Provider shall conduct or participate in special projects as requested by the Government Representative. Examples of Special Projects include Acquisition Reform Day Open House, formulation of supply-related tiger teams for process improvement, special inventories and other work projects.

### **C.10.5.2. BRANCH ADMINISTRATION**

#### C.10.5.2.1. Administrative Support

##### C.10.5.2.1.1. General Administrative Support.

The Service Provider shall provide the following administrative support to all areas of the Customer Service Branch:

C.10.5.2.1.1.1. Reception/Telephone Services. The Service Provider shall provide uninterrupted reception services in the reception area of Building 32 during the Carderock core hours of 0730-1600. The Service Provider employee shall greet customers in a courteous, helpful manner; respond to questions, and direct customers to functional supply experts that can assist. The Service Provider employee shall answer all incoming calls during the hours cited above and provide responses to customer questions or route calls to the appropriate branch functional area as necessary.

C.10.5.2.1.1.2. Mail Distribution. The Service Provider shall receive, open and distribute mail to the appropriate functional area for action on the same day the mail is received.

C.10.5.2.1.1.2.1 Classified/Sensitive Mail. Though the frequency is low, the potential exists for the Service Provider to receive classified or sensitive mail. The Service Provider shall ensure that all mail of a classified or sensitive nature is immediately hand-carried to the Government Representative or designated Government Representative. The Service Provider shall never hold, store or otherwise retain classified or sensitive materials. See section C.10.4.4 for security clearance requirements.

C.10.5.2.1.1.3. Administrative Logs. The Service Provider shall maintain a variety of logs to track receipt, completion and disposition of administrative items such as:

- ? Action correspondence
- ? Checks from vendors
- ? Document Control Numbers
- ? Returned Invoices
- ? Scheduling/use of Building 32 Conference Room

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C.10.5.2.1.1.4. Correspondence and Presentations. The Service Provider shall prepare correspondence and presentations for the Customer Service Branch.

C.10.5.2.1.1.4.1 The Service Provider shall prepare routine correspondence (letters, memorandums, etc.) utilizing Microsoft Office (or its future replacement software) with minimum input from Branch personnel.

C.10.5.2.1.1.4.2 The Service Provider shall prepare various types of presentations utilizing Microsoft Office (or its future replacement software) for the Branch, including laptop briefings, viewgraphs, and computer prepared/generated presentations.

C.10.5.2.1.2. Travel Order and Claim Voucher Preparation.

C.10.5.2.1.2.1. General. The Service Provider shall prepare travel orders and claim vouchers for all Supply Operations personnel pursuant to DoD, Navy and local directives. The Service Provider shall be capable of using Corporate Travel System (CTS), the NSWC travel system or its future replacement system) to perform this function.

C.10.5.2.1.2.2. Travel Order Requests. The Service Provider shall process all approved travel order requests from Supply Operations personnel within one working day of receipt. Supply Operations personnel will submit to the Service Provider, via the Government Representative, a local NSWC form defining their respective official travel requirements. The Service Provider shall obtain the necessary accounting data from the Government Representative and prepare the official orders for signature. The Service Provider shall submit the orders electronically for endorsement and forwarding for approval. The Service Provider shall not process any travel requests that have not been approved by the appropriate Government Representative.

C.10.5.2.1.2.2.1 Travel Arrangements. The Service Provider shall routinely coordinate with the NSWC Travel Office, the travel requirements (transportation, lodging, rental car, etc.) requested by the respective traveler and ensure that arrangements are provided to the traveler the same day received/notified by the NSWC Travel Office. The Service Provider shall proactively monitor pending arrangements to ensure that no arrangements are overlooked. On occasion (short notice, emergent requirements), the Service Provider shall make travel arrangements (normally lodging, rental car) for Supply Operations personnel in coordination with the NSWC Travel Office to expedite the process and minimize the impact on the traveler.

C.10.5.2.1.2.3. Travel Claim Vouchers. The Service Provider shall process all travel claim vouchers from Supply Operations personnel within one working day of receipt using CTS. Processing involves inputting data from receipts, printing completed vouchers, packaging the claim, obtaining the traveler's signature and forwarding the claim for payment.

C.10.5.2.1.3. Filing and Copying.

The Service Provider shall maintain files for all correspondence, reports, data and other records of the Branch using standard Navy procedures. The Service Provider shall file all documents within two days of receipt. The Service Provider shall make copies as required for filing and or distribution to applicable codes.

### **C.10.5.3. SUPPLY SYSTEMS ADMINISTRATION**

#### **C.10.5.3.1. General**

The scope of the Supply Department information systems' interface with local and DoD/Navy program systems is extensive and the impact of disruptions to system availability or improper/poor utilization of these systems is far reaching. ILSMIS is the NSWCCD Headquarters "core" business system for supply/material management.

#### **C.10.5.3.2. Systems Administrator.**

The Service Provider shall appoint a Systems Administrator for all Supply Department information management systems. This individual shall meet or exceed the criteria specified in Section C.10.4.3.4.

C.10.5.3.2.1. Supply Systems Administration. The Service Provider shall provide systems analyses, administration, training and other systems services in support of Supply Department customers located at all sites of NSWC Carderock Division. The Service Provider shall coordinate all user, security and software change efforts and cover all user issues without interruption if one team member is absent. Supply Systems include:

- ? Industrial Logistics Support Management Information System (ILSMIS)
- ? Realtime Reutilization Asset Management (RRAM) or equivalent
- ? Electronic Invoice Certification (EIC)
- ? CD-FICHE Software for researching stock numbers
- ? Carderock Division Invoice Tracking System (CDITS)
- ? INTERMART Desk-top Ordering System
- ? Digital SOM (Sponsor Owned Material)
- ? Intelligent Query (IQ)
- ? Business Objects or Intelligent Query (IQ)
- ? Xerox Docushare

C.10.5.3.2.2. While not the Systems Administrator for the following systems, the Service Provider shall use these systems extensively in the performance of the functions described in this performance work statement. The Service Provider shall be required to research current transactions or history, e.g., via GREP or other outside systems and assist the service desk to activate access, e.g., to ILSMIS, for customers.

- ? Defense Integrated Financial Management System (DIFMS)
- ? Computer Asset Inventory System (CAIS)

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- ? Paperless Ordering and Receipt Transactions (PORTS)
- ? Defense Automated Addressing System (DAAS)
- ? Defense Mega-Center (DMC)
- ? Corporate Database (CDB)
- ? Information System Security Survey (ISSS)
- ? DAAS Automated Message Exchange System (DAMES)
- ? Corporate Travel System (CTS)
- ? SPOCK – Named server to access CDB Mainframe
- ? GREP – UNIX command for user query
- ? Defense Emergency Supply Expert System (DESSEX)
- ? Defense Reutilization and Marketing Service (DRMS)
- ? Ready Resource Material (RRM)

#### C.10.5.3.3. System Security.

The Service Provider shall implement and maintain positive administrative safeguards to ensure only authorized individuals are permitted to utilize remote terminals capable of accessing Supply Department automated systems. Individual systems require varying safeguards throughout their operating cycles. The Service Provider shall establish and continuously update on-line security permission tables in ILSMIS and other systems, and coordinate with the applicable computer operations centers (locally or off-site, e.g., ILSMIS at Crane, IN) for account and access controls at their level.

#### C.10.5.3.4. AISSO Responsibilities.

The Service Provider shall serve as the Supply Department's ADP Information System Security Officer (AISSO). As AISSO, the Service Provider shall maintain the automated Department computer hardware inventory for all ADP components (maintenance includes posting receipts, transfers, surveys (disposal), inventories and other transactions that impact the accountability for the equipment). This responsibility requires coordination with representatives throughout the Supply Department as well as in the Chief Information Officer organization and coordination of data with the Corporate Asset System. There are currently 121 system users in the Supply Department. The inventory of computer equipment is listed in Attachment C.10-5. Supply Department Computer Hardware Inventory.

#### C.10.5.3.5. System Upgrades and Modifications

##### C.10.5.3.5.1. User Requirements.

The Service Provider shall work with Supply Department personnel and other end users to define functional requirements and develop System Change Requests (SCRs) to document the needed design specification changes to supply automated systems, primarily ILSMIS. The Service Provider shall conduct feasibility studies and develop alternative approaches to satisfying user needs.



#### C.10.5.3.5.2. System Change Requests.

The Service Provider shall submit SCRs to the applicable System Support Group (SSG) either electronically or as otherwise required by the Government Representative. SCRs shall be justified and defended during the review process, e.g., at the Functional Review Board for ILSMIS SCRs. The Service Provider shall work with SSG analysts and programmers as a subject matter expert during SCR development.

#### C.10.5.3.5.3. System Changes.

The Service Provider shall receive system updates, patches and major releases from various supply information system managers (DoD, Navy, etc.) and shall review them for compliance and responsiveness, including testing and validation of system functionality in accordance with specifications. The Service Provider shall install all tested changes for users to access. The Service Provider shall provide users with change summaries and functional impact statements.

#### C.10.5.3.5.4.

Acquisition Clause Library in ILSMIS. The Service Provider shall receive changes from the Supply Department Contracts Section, match changes to ILSMIS files, verify changes and post them to the Acquisition Clause Library in ILSMIS.

#### C.10.5.3.6. System Documentation and Training

##### C.10.5.3.6.1. Systems Documentation.

The Service Provider shall prepare and update as required, customer service manuals, desk guides, and develop quick guides for all Supply Department information management systems, specifically including changes resulting from system upgrades and major system modifications.

##### C.10.5.3.6.2. Training.

The Service Provider shall develop and provide training as approved by the Government Representative (one-on-one, group and on-line training) to be conducted at all sites of the division in support of new developments and major system modifications, as well as for new users resulting from personnel turnover, reassignments, etc. The Service Provider shall provide additional specialized training as required such as a refresher for users or to meet other emergent needs which may require additional Government funded travel.

#### C.10.5.3.7. System Technical Support

##### C.10.5.3.7.1. General.

The Service Provider shall provide system technical support to users. The Service Provider shall serve as the user resource point of contact, troubleshooter and trainer in support of all automated supply system users.

##### C.10.5.3.7.2. Customer Response.

The Service Provider shall answer questions within one day to solve day-to-

day problems with procedures, equipment or software as required, to maintain functionality. The Service Provider shall remain current on system changes and their justification/purpose in order to be able to explain the changes to users. The Service Provider shall evaluate user concerns, analyze examples provided by users, help users with applications and coordinate with Information Technology and SSG personnel as required to meet user needs. The Service Provider shall provide user support to be accomplished in part through ILSMIS customer meetings at all sites via visits or video teleconferencing in order to receive user ideas, complaints and other inputs. The Service Provider shall work with the ILSMIS and other system managers, e.g., the ILSMIS Functional Review Board (via the Government Representative), to be sure user issues are appropriately considered to become part of a future system change.

#### C.10.5.3.7.3. Related Systems.

The Service Provider shall be familiar with related commercial off the shelf (COTS) software systems and applications in use in conjunction with the supply systems, including operating systems, office automation and network software, in order to be able to provide comprehensive user support. A complete list of software systems and applications used in conjunction with the supply systems is provided in Attachment C.10-6. Software Systems and Applications in Use.

### **C.10.5.4. REQUISITION PROCESSING**

#### C.10.5.4.1. General

The Service Provider shall manage the requisition traffic flow process by monitoring the supply system database and transactions and reviewing, analyzing and correcting reports and documents. The Service Provider shall function as the process-owner, responsible for requisition process timeliness and accuracy as well as training and assistance to users. The Service Provider shall regularly search the Internet and other sources for potential process improvements to streamline the requisitioning, technical screening, MILSTRIP ordering and status information capabilities provided to requisitioners.

#### C.10.5.4.2. Technical Screening

The Service Provider shall verify that requisitions are complete, properly coded if hazardous or other special class of item, and technically described and approved as required by local procedures. The Service provider shall use the available systems (CD-fiche, Fedlog, on-line resources, etc.) to determine: if an equivalent standard stock item exists, manufacturer and source information, price, availability, and other information required to decide how best to order or procure the item. This may require interaction with the customer via e-mail, fax, phone and meetings to refine the requirement, discuss options, clarify or obtain additional information, and in some cases recommend changes to item technical specifications, and update/change the requirement in ILSMIS.

#### C.10.5.4.3. MILSTRIP Standard Item Requisition Processing

The Service Provider shall review all MILSTRIP requisitions for completeness and technical correctness (i.e. nomenclature matches stock number, standard

data coding and other outside supply system requirements). The Service Provider shall process requisitions using ILSMIS pursuant to standard Navy supply practices and local procedures. The Service Provider shall create and submit offline requisitions via fax, e-mail or telephone when required due to exception data, follow-up on inputs, initiate and help solve requisition rejections and interface with customers as required.

#### C.10.5.4.4. Non-Standard Item Requisition Processing

The Service Provider shall assist customers in screening requisitions for non-standard material for possible standard stock alternatives and availability, completeness and technical correctness of the requisition, and other requirements as necessary. Assistance may include such items as preparation of sole source justification, requests for various waivers, etc. The Service Provider shall check RRM, DRMS, JCALS and other resources for availability. Based on that research, the Service Provider shall then forward the requisition to the appropriate Government activity for issue or procurement action.

#### C.10.5.4.5. GSA CSC/IPC Requisition Processing

The Service Provider shall perform as the GSA Customer Supply Center/Industrial Products Center Coordinator. The Service Provider is responsible for interface between GSA CSC/IPC and customers, verification and analysis of sales audit reports and data reconciliation with ILSMIS, and support to the Government Representative for user access management. In addition, assisting with item discrepancies by working independently, with Government offices or with transportation agents to analyze item or delivery problems and make recommendations as necessary. In addition, maintains operating procedures and usage statistics, and disseminates program update information to users.

#### C.10.5.4.6. Depot Level Repairables

##### C.10.5.4.6.1. Depot Level Repairables Management and Tracking.

The Service Provider shall order, manage and track Depot Level Repairables (DLRs) in accordance with standard Navy supply procedures.

C.10.5.4.6.1.1. The Service Provider shall process standard stock requisitions for DLRs in accordance with standard supply procedures; particularly ensuring proper advice codes are utilized. The Service Provider shall ensure that when required, the repairable turn-in (carcass) is turned in by the requesting customer pursuant to governing regulations, and packed and shipped by supply warehouse personnel to the designated repair activity. The Service Provider shall maintain records of proof of shipment on all DLRs turned-in.

C.10.5.4.6.1.2. The Service Provider shall process those supply and financial documents and inquiries from item managers regarding missing, unaccounted for or pending charges for missing DLR carcasses and shall research and respond to those inquiries to avoid improper or erroneous charges. The Service Provider shall provide proof of shipment notifications to outside supply system offices and depots as requested. When research by the Service Provider determines that charges are valid

(e.g. wrong advice code used, no carcass available for turn-in, etc.) the Service Provider shall annotate or prepare and forward to the Government Representative, necessary documents to obligate additional funds. The Service Provider shall forward with the obligation documents, the complete research package that was done regarding the missing carcass. Failure to (1) ensure that repairable carcasses are turned-in when required, (2) conduct thorough causative research or (3) properly monitor or process relevant supply and financial documents accurately and within the specified timeframes may result in an affirmative claim by the Government against the Service Provider for any additional costs to the Government for unaccounted-for DLRs.

#### C.10.5.4.7. Material Obligation Validation Processing

The Service Provider shall process all Material Obligation Validation (MOV) requests pursuant to standard DoD and Navy supply practices. The Service Provider shall process all MOV requests received from Government supply activities within the deadlines specified in the respective MOV request. The Service Provider shall contact the appropriate source of supply to reinstate valid requisitions cancelled due to the Service Provider's failure to respond or untimely response to an MOV inquiry. The Service Provider shall maintain records that permit an audit trail of all MOV requests and associated processing such as the requisitioning departments' validation of MOV requests, date when the MOV response was transmitted to the requesting supply activity and other pertinent data.

#### C.10.5.4.8. Material In Transit Processing

The Service Provider shall review all Material In Transit (MIT) listings pursuant to standard DoD and Navy supply practices. The Service Provider shall process all MIT listings within the deadlines specified by the Government Representative. The Service Provider shall contact the appropriate source of supply and customer as necessary to determine required action. The Service Provider shall maintain records that permit an audit trail of all MIT actions and associated processing, and also include all other pertinent data.

#### C.10.5.4.9. Defense Reutilization and Marketing Service Request Processing

The Service Provider shall process Defense Reutilization and Marketing Service (DRMS) requests from NSWC customers using the DRMS homepage on the Internet. The Service Provider shall process all DRMS requests within two days of receipt. The Service Provider shall maintain a log of all DRMS items ordered and received.

### **C.10.5.5. REQUISITION STATUS AND EXPEDITING**

#### C.10.5.5.1. General

The Service Provider shall monitor and expedite requisitioned or purchased materials as required to ensure delivery to NSWC customers meets the required delivery date.

#### C.10.5.5.2. Purchased Materials

C.10.5.5.2.1. The Service Provider shall manage order status by reviewing

available order and status information, either on-line, incoming message status or in applicable files. The Service Provider shall function as the process owner, responsible for status accuracy and currency.

C.10.5.5.2.2. The Service Provider shall initiate expediting action based on order status or based on customer inquiry and request. The Service Provider shall take a proactive role in addressing orders highlighted by customers.

C.10.5.5.2.3. The Service Provider shall contact customers, vendors and other Government offices to verify or update apparent status. The Service Provider shall resolve problems such as missing elements; issue, transportation or receipt actions; or differences, e.g. funding, priority, schedule and so forth.

C.10.5.5.2.3.1. Pricing/Funding Differences. When the price of an item (including shipping costs) does not agree with the funds committed by the customer, the Service Provider shall work with the vendor and customers to determine the correct price for purchased materials. The Service Provider shall prepare all documentation required and forward the same to the Government Representative for the appropriate action.

C.10.5.5.2.4. The Service Provider shall research action delays and discrepancies, refer and monitor required corrective actions, and update or annotate current status in files/databases.

C.10.5.5.2.5. ILSMIS Overdue Report. The Service Provider shall review the weekly ILSMIS Overdue Material Report and take appropriate action on all overdue materials listed to include contacting the customer or SAP office, preparing and submitting follow-up documentation, considering alternative sources, and other appropriate means to satisfy the customer requirement.

### C.10.5.5.3. MILSTRIP

#### C.10.5.5.3.1. Expediting.

The Service Provider shall expedite all standard stock system orders pursuant to standard supply procedures. This effort shall include but is not limited to such things as:

- ? determining if the estimated ship date (ESD) is acceptable to end-user
- ? updating priorities to meet existing/revised customer required delivery date
- ? contacting the item managers to see if a contract has been or will be awarded and the delivery date of the due in.
- ? verifying shipping status
- ? tracking items shipped
- ? researching items received but not delivered to customer (i.e. lost in shipment)

- ? preparing a DD1149 (Shipping Document) and obtaining the Government Representative's signature on the DD1149 when material is misdirected.

#### C.10.5.5.3.2. Tracking and Follow-up.

The Service Provider shall analyze the ILSMIS daily report and recommend corrective actions to the customer regarding such scenarios as:

- ? cancelled requisitions due to obsolete or inactive NSNs
- ? incorrect unit of issue
- ? quantity not available for immediate release or not available by the customer's RDD
- ? delayed processing of requisition pending validation of the requirement/application
- ? cancelled requisition due to coding as Nuclear Reactor Plant (NRP) material
- ? other cancellations or delayed processing.

The Service Provider shall research the cancelled/delayed requisition and take appropriate actions including but not limited to:

- ? providing vendor information to the customer for local procurement
- ? contacting customer and item manager to verify requirements relative to authorized application or technical data
- ? reordering and modifying requisition as required if MILSTRIP order is rejected due to item requested being Nuclear Reactor Plant (NRP) material for issue only to NRP activities and support facilities and update ILSMIS obligations
- ? utilizing the Defense Emergency Supply Expert System (DESSEX) to check status of requisitions, stock availability, modify requisitions, talk to a customer service representative
- ? Coordinate with DLA traffic manager on shipping status of material that has an urgent need and provide information to end-user on the progress.

C.10.5.5.3.3. Material Movement Document (MMD) Filing. The Service Provider shall file all MMDs for standard stock material ordered via MILSTRIP and received by the Material Branch or directly by customers within two days of receipt. When MILSTRIP material is received by other than the NSWCCD Headquarters Material Branch, the Service Provider shall create the MMD in ILSMIS, update the unit price if required and properly file the documentation.

### **C.10.5.6. DISCREPANT/FRUSTRATED MATERIAL**

#### C.10.5.6.1. General.

The Service Provider shall monitor and resolve discrepant and frustrated

materials throughout the Carderock Division.

C.10.5.6.1.1. Processing. The Service Provider shall interface daily with the Material Branch, customers, vendors, supply depots, traffic offices, web sites, etc. to research and resolve issues related to discrepant/frustrated materials received. This effort shall include but not be limited to:

- ? analyzing receipt documentation to identify how to resolve discrepancy
- ? conducting on-line research in local databases, other Government databases and with vendors and traffic managers to trace to source
- ? as required, physically locating the material and delivering it to the customer
- ? coordinating with Division customers to facilitate reorder as necessary.

C.10.5.6.1.2. Aged Material. The Service Provider shall notify the Government Representative any time frustrated/discrepant material becomes 5 days old.

#### C.10.5.6.2. Reports of Discrepancy

C.10.5.6.2.1. RODs Preparation. Service Provider shall prepare and process a Report of Discrepancy (ROD), SF 364, in accordance with NAVSUP directives and local procedures when required. The completed ROD shall be forwarded to the Government Representative for signature and then submitted by the Service Provider to the appropriate activity either on-line or via fax.

C.10.5.6.2.2. Monitoring and Follow-up. The Service Provider shall monitor all RODs submitted and follow up on RODs in accordance with NAVSUP directives when no response is received within 30 days. The Service Provider shall keep the Government Representative apprised of outstanding RODs in the monthly performance report. When it is determined that corrective action will not be taken, the Service Provider shall make a recommendation regarding disposition and when approved, dispose of the material pursuant to standard supply procedures.

#### C.10.5.6.3. Property Quality Deficiency Reports

C.10.5.6.3.1. Property QDR Preparation. The Service Provider shall assist customers in preparing and submitting Property Quality Deficiency Reports (PQDRs), SF 368, pursuant to NAVSUP directives. The Service Provider shall process PQDR items as directed by the Inventory Control Point (ICP) or agency responsible for managing and or purchasing the item in question, follow up within 30 days, and provide a copy of completed PQDR to Cost Accounting when the source of supply responds with credit.

### **C.10.5.7. INVENTORY MANAGEMENT**

#### C.10.5.7.1. General

Service Provider Responsibilities. The Service Provider shall manage inventory data by reviewing stock records, transactions and reports, either on-line or in applicable files. The Service Provider shall manage both stock and custody material as required to ensure accountability and availability of material when

required by the customer. The Service Provider shall function as the process-owner, responsible for inventory control and transaction timeliness and accuracy, and shall assist customers with stock availability, ILSMIS processes and issue of material. The Service Provider shall process all adjustments in accordance with applicable directives and as approved by the Government Representative.

#### C.10.5.7.2. Shops Stores

C.10.5.7.2.1. General. The Service Provider shall oversee all shop stores inventory management throughout the Division. Service Provider responsibilities include the inventory accuracy program, as directed by the Government Representative (Inventory Accuracy Officer), and all related physical inventories in accordance with NAVSUP directives and the schedule provided by the Government Representative. The Service Provider shall refer all transactions that affect the 1420 account, or any inventory financial account, to the Government Representative.

C.10.5.7.2.2. Bottled Gases. The Service Provider shall determine and maintain stock levels of bottled gases based upon historical usage and liaison with customers pertaining to upcoming project requirements. Further, the Service Provider shall:

- ? ensure that all cylinders have proper hazardous/handling markings and all other material condition and safety requirements are met in accordance with governing directives
- ? enter requisitions, update prices, meet with vendors and customers as required, research orders or other problems, and receive applicable items
- ? create and maintain a unit price spreadsheet and update to reflect price updates (sample available in the TRL)
- ? arrange special deliveries for emergent and any out-of-stock situations
- ? meet, correspond via letter, telephone, e-mail and otherwise coordinate with vendors concerning deliveries, products and other issues.

C.10.5.7.2.3. Bayview Shop Stores. The Service Provider shall manage the stock records, except for the financial stock accounts; e.g., the 1420 account, and coordinate physical inventory counts and other on-site inventory management functions of Bayview shop stores. Items managed include hardware, electronic and plumbing parts, system components (some serialized), consumables and general use supplies and piece parts.

#### C.10.5.7.3. Sponsor/Custody Material

C.10.5.7.3.1. General. The Service Provider shall manage Sponsor Owned and Custody Material (often referred to collectively as SOM) in accordance with NAVSEAINST 4440.24 and other applicable directives to maintain accountability of all such material. The Service Provider shall work with the Government Representative, applicable Carderock Division Technical Codes and their Sponsors to coordinate SOM actions, provide training as required, prepare documentation, research related data and participate in internal and



external reviews and audits as required. The Service Provider shall use ILSMIS, JCALS or other mandated systems for maintaining accountability and visibility, and for producing, analyzing and submitting required quarterly and special reports, via the Government Representative. The Service Provider shall not initiate transactions affecting the applicable financial stock accounts, 6021, 6022 and 6023, until transactions have been specifically approved by the Government Representative.

C.10.5.7.3.2. Inventory Management. The Service Provider shall ensure that all SOM is properly accounted for at all times. The Service Provider shall maintain records and files as specified in applicable directives to ensure quantities, locations and receipt and disposition transactions are accurate and up to date. The Service Provider shall set up physical inventories in ILSMIS, coordinate with storage personnel to get the counts accomplished and then enter the results into ILSMIS and provide a results summary to the Government Representative.

C.10.5.7.3.3. Redistribution. The Service Provider shall respond to and coordinate requests for redistribution and shipment of SOM. The Service Provider shall access JCALS to review SOM requests for issue (A4) or procurement offset (DZ) transactions, coordinate with Technical Codes and their Sponsors, and take appropriate action as directed by them and approved by the government Representative.

C.10.5.7.3.4. Issuance. The Service Provider shall obtain from the respective sponsor the approval/disapproval of fulfilling customer requisitions with SOM on hand at NSWC sites. Where approval for issuance of the material is granted by the sponsor, the Service Provider shall process the requisition and coordinate shipment of the material to the customer and update SOM records. If customer requisitions cannot be filled, the Service Provider shall take appropriate action to respond to the request.

C.10.5.7.3.5. Annual Requirements Review of SOM. The Service Provider shall establish a meeting schedule, notify involved codes and conduct an annual requirements review of all Sponsor Owned Material at all NSWC Carderock Division sites as applicable. The Service Provider shall submit a report of the review results to the Government Representative (CDRL 1005R001) within 10 days of completion. The annual requirements review may be conducted incrementally on a continuous basis throughout the year with results to be summarized and reported in accordance with NAVSEAINST 4440.24 quarterly reporting requirement. The Service Provider shall update the SOM inventory to reflect inventory changes determined during the customer review meetings. The Service Provider shall maintain for audit purposes thorough records of all SOM transactions and actions taken as a result of the annual requirements review.

C.10.5.7.3.5.1. The Annual Requirements Review shall include:

- ? A complete physical inventory of all SOM based on schedule provided by the Government Representative (Inventory Accuracy Officer)
  - ? Validating the required item coding in the file with the Technical Code Program Manager or Sponsor, including the reason code, retention
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quantity level, sponsor identification information, system code, etc. in accordance with the applicable directive, NAVSEAINST 4440.24

- ? Obtaining disposition instructions for material required at other locations or no longer required by the sponsor
- ? Initiating and coordinating disposition actions via the Government Representative.

#### C.10.5.7.4. Fuel

##### C.10.5.7.4.1. Carderock Division Direct Turnover Requisitions

C.10.5.7.4.1.1. General. The Service Provider shall coordinate with NSWC Carderock Division customers, the ordering, receipt, accounting and payment for bulk fuel for NSWC using the Paperless Ordering & Receipt Transaction Screens (PORTS) and ILSMIS systems, or DD1449 in accordance with applicable directives.

C.10.5.7.4.1.2. Ordering. The Service Provider shall prepare fuel requisitions in ILSMIS with a valid job order number pursuant to requests of customers. The Service Provider shall coordinate the order with the current DLA contractor in accordance with prescribed local procedures.

C.10.5.7.4.1.3. Receipt of Fuel. The Service Provider shall review delivery ticket hardcopies or in PORTS to ensure that the total number of gallons and prices are correct and then finalize the shipment to initiate payment processing. If there are discrepancies in fuel pricing or quantities delivered, the Service Provider shall inform the Contracting Officer, who will resolve any disputes relating to pricing discrepancies, quantity on the delivery ticket, and the DD-250. The Service Provider shall follow-up with customers when receipts for fuel are not provided within 24 hours of scheduled fuel deliveries and follow up with the DLA contractor as necessary.

C.10.5.7.4.1.4. Payment Processing. The Service Provider shall validate that the Inspection & Receiving Report (DD-250) is correct and properly posted, to the PORTS system if required, to allow payment to DFAS. The Service Provider shall notify the Government Representative when the DD250s (adding the DD-1155 for non-PORTS, e.g., Bayview) are ready for electronic signature and transmittal to DFAS to effect payment to the DLA vendor.

##### C.10.5.7.4.2. Philadelphia Site Fuel Stock

C.10.5.7.4.2.1. The Service Provider shall manage and account for the J5 fuel stock at the Carderock Division Philadelphia Site to ensure there is no disruption of service to customers. The Service Provider shall request the Government Representative to: call the Defense Energy Office (DEO) to place the delivery order; prepare, sign and fax the DD Form 1149 to DEO; and commit and obligate the requisition in ILSMIS using the 1420 job order number. The Service Provider shall receive the product via ILSMIS using the quantity received as indicated on the delivery manifest. Service Provider shall contact appropriate DEO and initiate DD-1149,

signed by the Government Representative, indicating pertinent information, and fax the document to DEO for direct delivery to the end user. Retain the receipt document on file.

C.10.5.7.4.2.2. The Service Provider shall maintain inventory records for J5 stock fuel, including updating the inventory records in ILSMIS to reflect all transactions including receipts, issues and adjustments as indicated on the weekly Fuel Report faxed by the Technical Code, process issues in ILSMIS with valid Technical Code job order number as indicated in the weekly Fuel Report, and maintain files.

#### **C.10.5.8. RECEIPT AND INVOICE SUPPORTING DOCUMENTATION**

##### **C.10.5.8.1. General**

The Service Provider shall process receipt documents for supplies and material (approximately 37% of total invoices, these are the least difficult to process), services (approximately 45% of total invoices, these are moderately difficult to process), Requests for Contractual Procurement (RCP) (approximately 18% of total invoices, these are the most difficult to process), training, utilities and shipping by categorizing, logging into ILSMIS, prioritizing work, and maintaining files and processing documents prior to invoice certification. The Service Provider shall be responsible for document flow and process timeliness and action accuracy, to transfer to the Government Representative. Invoices that offer discounts will be transferred to the Accountable Official not later than two working days prior to the required payment date to obtain the discount. Lost discounts or interest payments may result in an affirmative claim by the Government against the Service Provider for any additional costs to the Government for lost discounts or interest payments.

##### **C.10.5.8.2. Documentation and Files**

###### **C.10.5.8.2.1. Establishing Records.**

The Service Provider shall retrieve from Purchasing offices daily, document files created for new purchases. For Philadelphia purchase orders, the Service Provider shall build the file from the transmittal received from the Philadelphia Purchasing offices and other automated or manual files. The Service Provider shall log all purchase actions into ILSMIS within one working day of receiving or building the new purchase file.

C.10.5.8.2.1.1. The Service Provider shall maintain files, e.g., fill out ledgers, for all purchases of services and material. The Service Provider shall file all correspondence, notes, and other official documentation in the proper files on the day of receipt, e.g. complete documentation of all related telephone, e-mail or other related contacts.

###### **C.10.5.8.2.2. Material Movement Documents (MMD)**

The Service Provider shall retrieve all MMDs from the receiving area of the Material Branch daily for material delivered to that area. Documents shall be filed daily. For all services (and for material shipped to other locations or missing receipts), the Service Provider shall verify receipt of the material or service with the customer, document the file with the name of the customer

point of contact, date of receipt, quantity, and produce an MMD via ILSMIS and file the documents with the MMD.

#### C.10.5.8.3. Invoice Processing

##### C.10.5.8.3.1. General

The Service Provider shall receive and review incoming invoices and input them into the appropriate automated database for electronic certification (EIC) and/or CDITS, and then review files and related documentation. The Service Provider shall understand documentation requirements and ensure that actions taken are based on correct accumulation of supporting information.

C.10.5.8.3.1.1. Processing/Problem Resolution. The Service Provider shall resolve processing issues such as missing documentation, receipt confirmation and funds verification, including obtaining valid job order numbers for shipping invoices. In the case of RCPs, the Service Provider shall ensure funds have been obligated by the funds administrator. The Service Provider shall interface with customers, procurement personnel, financial offices (internal and external) and vendors/contractors as required to resolve invoice discrepancies and payment issues, and document the applicable file as to action taken.

C.10.5.8.3.2. Administrative Purchase Order Modifications. As part of the invoice processing package, it is sometimes necessary to draft administrative modifications to purchase orders (i.e., changes that do not impact the cost of the purchase orders such as billing addresses, revised company name, etc.), required to facilitate the payment of an invoice. The Service Provider shall prepare administrative modifications and forward them to the Government Representative for further processing and signature.

#### C.10.5.8.4. Receipt and Invoice Supporting Documentation Package

The Service Provider shall complete the receipt and invoice supporting documentation package, update files and tracking system, and forward the package to the Government Representative for further processing and certification for payment.

#### C.10.5.8.5. Electronic Invoice Certification (EIC) System Administration Support

The Service Provider shall review and process EIC reports to ensure proper processing of all invoices and shall maintain required documentation.

C.10.5.8.5.1. Reports. The Service Provider shall review and process IDA 103, 105 (M Status) and 106 reports as necessary to ensure accurate and efficient processing of all invoices and related status. Problems and resolution recommendations are to be referred to the Government Representative.

C.10.5.8.5.2. Files. The Service Provider shall maintain a separate Document Control Number (DCN) file for all invoices processed via the Electronic Invoice Certification system. This file must be maintained for at least six years. The DCN file shall contain a duplicate of the closeout package placed in the primary document file.

**C.10.5.8.6. Vendor Payment Inquiries.**

The Service Provider shall be the central point of contact for vendors that have questions regarding payments of their invoices. The Service Provider shall know how to interpret inquiries and determine where to get responsive information, i.e., automated databases, manual files, DFAS, Comptroller personnel, and other available resources.

**C.10.5.8.7. File Closeout and Retention**

C.10.5.8.7.1. General. The Service Provider shall conduct file close out and provide appropriate documentation to the Government Representative to release any remaining funds for a fiscal year.

C.10.5.8.7.2. Fiscal Year File Closeout. The Service Provider shall conduct a complete review of the fiscal year files annually, within three months of the end of the fiscal year to allow for possible recoupment of and release of fiscal year funds.

C.10.5.8.7.2.1. If items have not been received, the Service Provider shall contact the end user to determine if the item is still required. If the item is still required, the Service Provider shall expedite delivery. Any de-obligation or other financial transactions shall be referred to the Government Representative for action.

C.10.5.8.7.3. Retained/Archived Files. The Service Provider shall retain in the working space, the current plus two fiscal years of complete closed document files. The Service Provider shall archive fiscal year records from the working space to Building 110 (or other location designated by the Government Representative) pursuant to this age requirement. The Service Provider shall box or otherwise package all records to be stored and coordinate and assist in the movement of the records to Building 110 for storage. The Service Provider shall ensure that records are neatly organized, easily identified for ease of retrieval and annotated as to the prescribed date of disposal.

C.10.5.8.7.3.1. The Service Provider shall, upon request, retrieve and provide records to the requesting customer (normally within the Contracts, Comptroller or Legal branches) within one working day.

C.10.5.8.7.3.2. The Service Provider shall prepare records for disposal by identifying and segregating archived records in accordance with FAR 4.805 and DFARS 204.805 or as directed by the appropriate Government Representative. The Service Provider shall prepare and forward to the Government Representative, the request for moving services for the disposal of the records.

**C.10.5.9. SPECIAL PROGRAM MANAGEMENT****C.10.5.9.1. General Requirements**

The Service Provider shall provide support, for management by the Government Representative, of service contracts for copiers, cellular phones and pagers for NSWC Carderock Division to include all division detachments. The Service Provider shall ensure that these programs are supported with the

goal of minimizing the overhead cost of these programs while maintaining satisfactory customer service.

#### C.10.5.9.2. Copiers

C.10.5.9.2.1. General. The Service Provider shall provide support to the Copier Program for the entire NSWC Carderock Division, including all sites, to achieve the most cost-effective program that satisfies the needs of the Division. The Service Provider shall fully satisfy the requirements of this program, shall continuously evaluate the program and shall propose modifications that will enhance levels of service and improve the efficiency of the program. Currently there are 153 copiers included in the Copier Program.

C.10.5.9.2.2. Program Management Support. The Service Provider shall be the primary point of contact for all issues related to the Copier Program and the associated contract(s). The Service Provider shall:

- ? Research and recommend vendors and sources to obtain the most cost effective and efficient Copier Program for NSWC Carderock Division
- ? Recommend contract renewals
- ? Conduct customer surveys, validating needs and adjusting requirements as appropriate
- ? Maintain complete inventory of all Division copiers
- ? Conduct periodic visits to sites for user liaison, issue resolution and to accomplish inventories of equipment
- ? Initiate copier moves as necessary
- ? Conduct or coordinate training at all sites
- ? Coordinate maintenance and repair
- ? Be available as point-of-contact for problems via pager during working hours
- ? Monitor vendor performance and report to the Government Representative
- ? Work closely with copier vendor(s) via correspondence, e-mail, telephone and meetings to ensure all copier needs are met.
- ? Manage requirements and orders and coordinate the delivery of copier paper directly to customers

#### C.10.5.9.3. Cellular Phones

C.10.5.9.3.1. General. The Service Provider shall provide support to the Cellular Phone Program for the entire NSWC Carderock Division, including all sites, to achieve the most cost effective program that satisfies the needs of the Division. The Service Provider shall fully satisfy the requirements of this program, shall continuously evaluate the program and shall propose modifications that will enhance levels of service and improve the efficiency of the program. Currently there are approximately 743 cellular phones included

in the Cellular Phone Program.

C.10.5.9.3.2. Program Management. The Service Provider shall be the primary point of contact for all issues related to the Cellular Phone Program. The Service Provider shall:

- ? Be responsible for all required transactions from initial activation through cancellation, if required (the Service Provider shall advise the Government Representative whenever any phone usage is in violation of policy)
- ? Research vendors and sources to obtain the most cost effective and efficient Cellular Phone Program for NSWC Carderock Division and brief end users on available equipment options
- ? Process all cell phone requests for approval by the Government Representative
- ? Receive, process and submit to vendor all customer orders for new service or changes, once approved by the Government Representative
- ? Prepare purchase orders for new service and modifications for Government Representative to issue
- ? Conduct customer surveys, validating needs and adjusting requirements as appropriate
- ? Coordinate maintenance and repair
- ? Maintain cost and quantity information by site
- ? Work with the vendor to streamline invoice processing via electronic media
- ? Conduct invoice reconciliation and maintain supporting files, to include research for incomplete invoices, multiple purchase orders, missing contract orders and requests for additional funding
- ? Monitor vendor performance and report to the Government Representative
- ? Work closely with cellular phone vendor(s) via correspondence, e-mail, telephone and meetings to ensure all cellular phone needs are met.

#### C.10.5.9.4. Pagers

C.10.5.9.4.1. General. The Service Provider shall provide support to the Pager Program for the NSWC Carderock Division, including all sites, to achieve the most cost-effective program that satisfies the needs of the Division. The Service Provider shall fully satisfy the requirements of this program, shall continuously evaluate the program and shall propose modifications that will enhance levels of service and improve the efficiency of the program. Currently there are 450 pagers included in the Pager Program.

C.10.5.9.4.2. Program Management. The Service Provider shall be the primary point of contact for all issues related to the Pager Program. The Service Provider shall:

- ? Notify customers of renewal requirements
- ? Process transactions for the replacement/upgrade or repair of pagers
- ? Maintain equipment pool for transfer to other authorized users
- ? Conduct customer surveys, validating needs and adjusting requirements as appropriate
- ? Conduct invoice reconciliation and maintain supporting files, to include research for incomplete invoices, multiple purchase orders, missing contract orders, requests for additional funding and pager calls if necessary to match pager numbers to correct call numbers
- ? Perform research to identify appropriate purchase order numbers, maintain monthly payment status and resolve balance due issues
- ? Monitor vendor performance and report to the Government Representative
- ? Work closely with vendor(s) via correspondence, e-mail, telephone and meetings to ensure all pager needs are met.

C.10.5.9.5. Not Used

C.10.5.9.5.1. Not Used.

- ? Not Used.

C.10.5.9.5.2. Not Used.

C.10.5.9.5.3. Not Used.

C.10.5.9.6. Online Ordering Service

C.10.5.9.6.1. General. The Service Provider shall provide support to the Online Ordering Service for the entire Carderock Division to achieve the most cost-effective program that satisfies the needs of the Division. The Service Provider shall fully satisfy the requirements of this program. The Service Provider shall continuously evaluate the program and propose modifications that will enhance levels of service and improve the efficiency of the program.

C.10.5.9.6.2. Program Management. The Service Provider shall be the primary point of contact for all issues related to the Online Ordering Service. The Service Provider shall:

- ? Recommend contract renewals or other contract-related changes
- ? Conduct customer surveys, validating needs and adjusting requirements as appropriate
- ? Track expenditures
- ? Conduct or coordinate training (Carderock and all Detachments)
- ? Contact vendor(s) with any concerns in regards to delivery of orders, invoice issues and any other discrepancies



- ? Monitor contractor performance and report to the Government Representative
- ? Work closely with vendor(s) via correspondence, e-mail, telephone and meetings to ensure all desktop delivery needs are met.

C.10.5.9.6.3. Requisition Processing. The Service Provider shall provide support to the Online Ordering Program for the entire NSWC Carderock Division. The Service Provider is responsible for processing customer access set-up as approved by the Government Representative, interface between the vendor and customers, verification and analysis of audit reports, data reconciliation with ILSMIS, resolution of unmatched financial transactions including rejects and job order number discrepancies, processing related cost transfers, assisting with item and delivery discrepancies and working with transportation agents as necessary. In addition, the Service Provider shall support the Government Representative in the development and maintenance of operating procedures, usage statistics and dissemination of program update information to users.

#### **C.10.5.10. REPORTS**

##### **C.10.5.10.1. General**

The Service Provider shall prepare and process all reports specified in this PWS in accordance with defining instructions, regulations and directives and pursuant to Section C.1.9, Records, Reports and Submittals.

##### **C.10.5.10.2. Preparation of Recurring Reports**

C.10.5.10.2.1. General. The Service Provider shall prepare, maintain and submit the reports listed herein and in Attachment C.10-7. Reports and Submittals.

C.10.5.10.2.2. A and M Status Reports. The A and M Status Reports are listings of rejections that cannot be processed, i.e., there is no obligation, insufficient funds or technical errors. The Service Provider shall process this report, taking one or more of the following actions in order to resolve each item on the A & M-Status Report:

- ? Check DIFMS for obligation and to determine if there is an obligation deficiency or no obligation
- ? Check ACRNs to verify proper allocation of funding
- ? Check the reject list, and resolve all error codes in the FM module of ILSMIS
- ? Check that The FADA file has been processed
- ? Check whether related freight charges are missing from the system, and correct as necessary
- ? Check for conversion problems
- ? Check for typographical or other processing data errors.

C.10.5.10.2.3. Monthly Workload Report. The Service Provider shall prepare

and submit the Monthly Workload Reports to the Government Representative not later than the third (3<sup>rd</sup>) working day following the end of the month. The Service Provider shall ensure the Monthly Workload Report is prepared in the format depicted in (CDRL 1005R002).

C.10.5.10.2.4. Data Calls. The Service Provider shall analyze and submit Data Calls as required.

C.10.5.10.3. Review and Processing of Recurring Reports

C.10.5.10.3.1. General. The Service Provider shall review and process all reports listed herein and in Attachment C.10-7. Reports and Submittals

C.10.5.10.3.2. Unmatched Disbursements. The Service Provider shall reconcile unmatched disbursements (MILSTRIPs) upon receipt of the data file from Finance and the monthly GSA Customer Supply Center (CSC) sales audit report. The Service Provider shall create spreadsheets of CSC orders not entered in ILSMIS and request Department Administrative Officers to provide a valid job order number for these orders. The Service Provider shall then obtain approval from the Government Representative to obligate the funds in ILSMIS. If the CSC order is not properly entered in ILSMIS, the Service Provider shall reverse the original transaction and obligate the funds correctly. The Service Provider shall submit the corrected data file to Finance as required.

C.10.5.10.3.3. EIC Invoice Transmission Reports. The Service Provider shall review and identify actions/problems requiring action as required on the following invoice processing reports:

- ? IDA 103 is a detail invoice listing for the nightly batch run.
- ? IDA 105 (M Status) provides the invoices that are in suspense and the associated reasons/errors.
- ? IDA 106 provides feedback on the status of batch input by batch number.
- ? IDA 133D indicates the status of the FADA batch update.

C.10.5.10.3.4. Financial Rejects. The Service Provider shall review and correct all Financial Rejects reports daily. This process may also require the Service provider to generate SCR/SIRs for the Government Representative's approval in order to prevent the rejects from taking place in the future. The Government Representative will then act as liaison between the Comptroller, Technical Codes and the Supply Department in order to resolve issues arising from the change in ILSMIS/DIFMS/3910 systems.

C.10.5.10.3.5. ILSMIS Reports. ILSMIS Report Distribution. The Service Provider shall receive and properly distribute to the appropriate codes, all ILSMIS management reports the same day they are received. The Service Provider shall utilize and maintain a distribution list initially provided by the Government. There are approximately 49 daily reports, 74 weekly, 66 monthly, 19 quarterly, and seven annual reports, plus additional special periodic and one-time reports. See Attachment C.10-8. ILSMIS Reports and Queries.

#### C.10.5.10.3.6. Intelligent Queries

As required, the Service Provider shall manage Intelligent Query (IQ) reports, including developing and running IQ reports as required. Currently there are 150 IQ reports in existence that need to be maintained in addition to fulfilling emergent requirements for new IQ reports.

#### C.10.5.10.3.7. Interest Reports.

The interest report is run on a monthly basis. When the report is received, the Service Provider shall validate the number of contracts that have required payment of interest and the dollar amount. The Service Provider shall locate the file and check to insure that the file has a ledger and that it is documented with the reason for the late payment. The Service Provider shall also ensure the invoice record is checked for the date received, date certified, material received date, date the invoice was entered into the system, date DFAS received, date paid, and amount of interest paid on the invoice. The Service Provider shall gather the data and submit a standard spreadsheet to the Government Representative for review. (CDRL 1005R003)

## **ATTACHMENT C.10-1. DEFINITIONS, ABBREVIATIONS AND ACRONYMS**

**ATTACHMENT C.10-1**  
**Definitions, Abbreviations, and Acronyms**

<b>Definitions</b>	
Accountable Official	Any person who "supports their respective certifying officer with timely and accurate data, information and/or services to ensure proper payments." Includes personnel most often involved with Purchase Card Program, TDY Travel, resources managers/fund holders, contract payments, civilian pay, military pay and PCS travel.
Certifying Official	Person with the authority to certify any type of payment voucher and forward that voucher to a disbursing activity/officer for payment.
Data Call	Any request for workload, budgetary or current operating data to assist management in the decision making process.

<b>Abbreviations and Acronyms</b>	
ACO	Administrative Contracting Officer
APA	Appropriation Purchase Account
ARR	Annual Requirements Review
ASN	Assistant Secretary of the Navy
BC	Bankcard
BPA	Blank Purchase Agreement
CAIMS	Conventional Ammunition Inventory Management System
CAM	Contractor Acquired Material
CNO	Chief of Naval Operation
CPEN	Central Point of Entry Network
CRAMSI	Consolidated Residual Asset Management Screening Information
CRIM	Cargo Routing Information Management
CSC	Customer Service Center
DCN	Design Change Notices
DD	Form Department of Defense Form
DFARS	Defense Federal Acquisition Regulation Supplement
DFAS	Defense Finance Administrative Service
DMSMS	Diminishing Manufacturing Sources and Material Shortages
DOD	Department of Defense
DON	Department of the Navy
DRMO	Defense Reutilization and Marketing Office
ECP	Engineering Change Proposal
EOQ	Economical Order Quantity
EUM	End Use Secondary Item Material
FADA	Financial Accounting Data Abstract
FAR	Federal Acquisition Regulations
FEDLOG	Federal Logistics

**ATTACHMENT C.10-1**  
**Definitions, Abbreviations, and Acronyms**

FMC	Financial Management and Comptroller
FMS	Foreign Military Sales
FMSO	Fleet Material Support Office
GCPC	Governmentwide Commercial Purchase Card
GDMS	Global Data Management System
GFE	Government Furnished Equipment
GOM	Government Owned Material
I&C	Installation and Checkout
ICP	Inventory Control Point
IMM	Integrated Material Manager
INCO	Installation and Checkout
IPT	Integrated Process Team
JCALs	Joint Computer-Aided Acquisition and Logistics Support
JTAV	Joint Total Asset Visibility
KO	Government Contracting Officer
LOA	Letter of Agreements
LOT	Life of Type
MAM	Maintenance Assistance Modules
MDF	Master Data File
MIF	Master Item File
MSD	Material Support Date
NAS	Naval Audit Service
NAVCOMPT	Navy Comptroller
NAVICP	Naval Inventory Control Point
NAVSEA	Naval Sea Systems Command
NAVSEALOGCEN	Naval Sea Logistics Center
NAVSUP	Naval Supply Systems Command
NMCS/PMCS	Not Mission Capable Supply/Partial Mission Capable Supply
NOMIS	Naval Ordinance Management Information System
NSA	Navy Stock Account
NSN	National Stock Number
NWCF	Navy Working Capital Fund
OBRP	On Board Repair Part
OMS	Operating Materials and Supplies
PEO	Program Executive Office
PM	Program Manager
PO	Purchase Order
POD	Proof Of Delivery
POE FISC	Point of Entry Fleet and Industrial Supply Center
PP&E	Plant Property and Equipment
PPR	Planned Program Requirement
R&D	Research and Development
RAM	Residual Asset Manager
REQ	Requisition
RIC	Routing Identifier Code
RTAT	Rework Turn Around Time
S&TE	Support and Test Equipment
SAP	Simplified Acquisition Procedures
SHIPALTS	Ship Alterations
SMA	System Material Availability

**ATTACHMENT C.10-1**  
**Definitions, Abbreviations, and Acronyms**

SMO	Sponsor Owned Material
SOM	Sponsor Owned Material
ST/STE	Special Tooling and Special Test Equipment
STARS	Standard Accounting And Reporting System
SUPSHIP	Supervisors of Shipbuilding
UAC	Unauthorized Commitment
UIC	Unit Identification Code

## **ATTACHMENT C.10-2. GOVERNMENT FURNISHED EQUIPMENT**



**ATTACHMENT C.10-2**  
**Government-Furnished Equipment**

Location	Description	Manufacturer	Model No.	Serial No.	Property No.
Bldg 32	Flatbed Scanner	Hewlett-Packard	C2500a	3418A37159	UNKNOWN
Bldg 32	Printer	Hewlett-Packard	LaserJet 4050	USBB071085	UNKNOWN
Bldg 32	UPS	APC	SmartUPS 1400RM	S95056438378	UNKNOWN
Bldg 32	Calculator	Casio	FR2600	1249676	UNKNOWN
Bldg 32	Overhead Projector Display	Infocus	LP400	3GW925000684	UNKNOWN
Bldg 32	LCD Projector	nViewZ	Z115	160244	UNKNOWN
Bldg 32	Printer	Xerox	4517		UNKNOWN
Bldg 32	Printer	Panasonic	KX-P6500	7EEDEF39397	UNKNOWN
Bldg 32	Printer	Hewlett Packard	C3155A	USHB027441	UNKNOWN
Bldg 32	Printer	Hewlett Packard	C3982A	USBB058355	UNKNOWN
Bldg 32	Overhead	In Focus	6448GP	7B00215	N6554010843
Bldg 32	Printer	Hewlett Packard	C20394	JPGLO97308	N00167044747
Bldg 32	Calculator	Casio	HR-150LA		UNKNOWN
Bldg 32	Power Supply	APC	280PNP	B96038411925	UNKNOWN
Bldg 32	Printer	Panasonic	KV-P6500	7EDEF40953	UNKNOWN
Bldg 32	Calculator	Casio	HR-150LA		UNKNOWN
Bldg 32	Printer	Laser Jet	C3982A	USBB055291	UNKNOWN
Bldg 32	Printer	Hewlett Packard	CPO15A	USBB068095	N00167039459
Bldg 32	Printer	Hewlett Packard	C398ZA	USDF018950	UNKNOWN
Bldg 32	Calculator	Sharp	CS-2610	55001415	N0016726153
Bldg 32	Fax machine	Panasonic	UF-755C	DZACZ89044	UNKNOWN
Bldg 32	Printer	Hewlett Packard	C2010A	USFB507691	N00167042298
Bldg 32	Fax machine	Xerox	Pro657	25830	UNKNOWN
Bldg 32	Printer	Xerox	4517	X5-BUB	UNKNOWN
Bldg 32	Pencil Sharpener	Hunt	17	1307042	UNKNOWN
Bldg 32	Typewriter	Smith Corona	NA1HH	S099223900	UNKNOWN
Bldg 32	Printer / Fax Machine	Xerox	230ST	LD77VNA1	UNKNOWN
Bldg 32	Printer	Xerox	465DC		UNKNOWN
Bldg 32	Printer	Xerox	4235	920 201630	UNKNOWN
Bldg 32	Printer	Panasonic	KX-P6500	7AEDEE37053	UNKNOWN
Bldg 32	Typewriter	IBM	C783	11-CL203	N00167024914
Bldg 32	Calculator	Texas Instruments	TI-5032		UNKNOWN
Bldg 32	Calculator	Texas Instruments	TI-5045	10733	UNKNOWN
Bldg 32	Typewriter	IBM	6783	11-C499	N00167024915
Bldg 32	Calculator	Aurora	PR100A		UNKNOWN
Bldg 32	Calculator	Texas Instruments	TI-5045	10735	UNKNOWN
Bldg 32	CPU	BTO		2H002199	UNKNOWN
Bldg 32	Printer	Panasonic	Kx-P6500	6EEDEE34822	UNKNOWN
Bldg 32	Power Supply	APC	Backups	B96038398089	UNKNOWN
Bldg 32	Printer	Hewlett Packard	C3916A		UNKNOWN

**ATTACHMENT C.10-2**  
**Government-Furnished Equipment**

<b>Location</b>	<b>Description</b>	<b>Manufacturer</b>	<b>Model No.</b>	<b>Serial No.</b>	<b>Property No.</b>
Bldg 32	Printer	Xerox	4517	W4G100147	UNKNOWN
Bldg 32	Printer	Xerox	N17	W4G09977	UNKNOWN
Bldg 32	Calculator	Casio	HR-150LA		UNKNOWN
Bldg 32	Printer	Hewlett Packard	C3982A	USBB058353	UNKNOWN
Bldg 32	Calculator	Texas Instruments	TI-5045	4342	UNKNOWN
Bldg 32	Printer	Panasonic	Kx-P6500	7AEDEE37295	UNKNOWN
Bldg 32	Telephone	Lucent Technology	ISDN851OT	257773	UNKNOWN
Bldg 32	Calculator	Casio	HR150LB		UNKNOWN
Bldg 32	Label Printer	Seiko	SLP2000	P918881346	UNKNOWN
Bldg 32	Printer	Panasonic	KX-P6500	6EEDEE36244	UNKNOWN
Bldg 32	Calculator	Texas Instruments	TI-5048	5016	UNKNOWN
Bldg 32	Printer	Xerox	4517		UNKNOWN

Note: All supply GFE is shared with the Govt due to co-location of Service Provider and Govt employees in Customer Service.

**ATTACHMENT C.10-3. NOT USED**

## **ATTACHMENT C.10-4. PROJECTED WORKLOAD**

**Attachment C.10-4  
FY 00 Workload**

PWS Section	Description	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Jul-00	Aug-00	Sep-00	Total
C.10.5.1.1	Customer Calls													3000
C.10.5.1.2	Info Awareness Meetings													138
C.10.5.1.3	Web Page Updates													52
C.10.5.1.4	Internal Meetings													52
C.10.5.1.5	Special Projects													27
C.10.5.2	Admin Support Actions													2176
C.10.5.3.3	Access Requests													316
C.10.5.3.4	AISSO Annual Survey													1
C.10.5.3.5.1	Automatic SCRs													240
C.10.5.3.5.2	New SIR\SCRs	7	57	37	64	30	37	28	28	30	11	3	24	356
C.10.5.3.5.2	Completed SIR\SCRs	3	3	0	8	8	19	34	21	24	1	3	0	124
C.10.5.3.5.2	Outstanding SIR\SCRs	31	49	86	129	150	143	121	128	144	147	147	126	1401
C.10.5.3.5.3	System Change Updates													12
C.10.5.3.6	Doc. Updates/training Updates													4
C.10.5.3.7.2	Trouble Calls 3332	1947	2695	1607	1809	2393	2536	2656	2977	3317	3414	3811	3914	33076
C.10.5.4	# of Requisition Inputted into ILSMIS	2254	6249	6012	5893	7746	8255	7542	8138	7240	7928	11368	9666	88291
C.10.5.4	Requisitions Awarded by SAP	25	252	434	434	640	701	631	836	737	1428	1063	2591	9772
C.10.5.4	Requisitions Received	2349	5055	5153	5890	7009	7628	5896	8580	7168	7550	9393	15331	87002
C.10.5.4	Requisitions Reversed	1071	1332	743	581	691	781	440	1148	1081	847	1195	1433	11343
C.10.5.4	Requisitions Rec'd by CODE 333	752	1093	619	1264	1270	1497	1297	1697	1515	1138	2101	2533	16776
C.10.5.4	Requisitions Reversed by CODE 333	37	45	58	52	54	106	40	272	227	124	186	330	1531
C.10.5.4.2	Requisitions Tech Screened	187	729	677	597	930	802	931	975	864	1758	2991	789	12230
C.10.5.4.2	Requisitions Sent to SAP by Tech	89	448	421	437	662	569	663	700	642	1478	2604	535	9248
C.10.5.4.2	Requisitions Rejected by Tech	4	6	15	7	25	37	29	39	24	78	199	36	499
C.10.5.4.2	STAMP Reqns	0	2	4	0	40	7	42	5	125	0	0	14	239
C.10.5.4.3	Milstrips Ordered	164	514	336	434	521	637	537	404	477	654	453	519	5650
C.10.5.4.5	CSC Requisitions	167	280	303	268	503	459	674	551	253	284	240	500	4482
C.10.5.4.5	CSC Reqns Reconciled by Code333	98	116	111	126	119	109	62	138	0	102	201	151	1333
C.10.5.4.6	# of Carcass Tracked Items	0	0	0	0	0	0	0	13	0	0	43	42	98
C.10.5.4.6	# of Carcass Tracked Items Worked	0	0	0	0	0	0	0	9	0	0	9	9	27
C.10.5.4.6	# of Carcass Tracked Items Remaining (AVG)	0	0	0	0	0	0	0	4	4	4	34	33	16
C.10.5.4.7	MOV Line Items													880
C.10.5.4.8	MIT Line Items													2428
C.10.5.4.9	DMRS Requests													2
C.10.5.5	# of Expedited Orders	61	76	160	102	129	140	80	2	12	3	31	191	987
C.10.5.5	# of Expedited Orders Worked	61	76	160	102	129	140	80	2	12	3	31	189	985
C.10.5.5	# of Expedited Orders Remaining	0	0	0	0	0	0	0	0	0	0	0	2	2
C.10.5.5	# of MMD Transactions													1554
C.10.5.5	# of Shipments Tracked													460
C.10.5.6	# of Frustrated Items	11	20	11	13	10	27	7	20	11	14	8	9	161
C.10.5.6	# of Frustrated Items Worked	10	14	11	11	9	27	7	16	7	3	8	8	131
C.10.5.6	# of Frustrated Items Remaining (AVG)	1	6	0	2	1	0	0	4	4	11	0	1	3
C.10.5.6.2	RODs													32
C.10.5.6.3	PODRs													2
C.10.5.7.2	Shop Stores Receipts	1	35	21	32	52	34	22	22	23	27	28	54	351
C.10.5.7.2	# of Shop Store line items in Cdrk (AVG)	152	153	149	149	137	137	137	137	130	130	130	131	139
C.10.5.7.2	# of Shop Store line items in Philly (AVG)	13	13	5	2	2	2	2	2	2	7	8	16	6
C.10.5.7.2.2	Cylinder Orders	18	14	12	9	21	28	19	96	67	93	72	72	521
C.10.5.7.2.2	Cylinder Receipts	25	13	13	12	27	26	8	113	35	52	63	53	440
C.10.5.7.2.2	Cylinder Reconciliations	6	5	7	5	6	7	4	132	32	50	38	76	368
C.10.5.7.2.3	Shop Stores Issues	65	82	128	118	106	157	115	91	119	69	72	8	1130
C.10.5.7.2.3	Bayview Shop Stores Line Items													12,000
C.10.5.7.3	SOM Receipts	87	28	145	20	17	67	18	12	13	7	20	6	440

**Attachment C.10-4  
FY 00 Workload**

C.10.5.7.3	SOM Issues	23	10	34	9	100	68	4	17	20	5	50	0	340
C.10.5.7.3	SOM Disposals	0	0	0	0	0	5	169	11	174	3	0	0	362
C.10.5.7.3	CDRK Disposals									5	1	0	0	6
C.10.5.7.3	Philly Disposals									169	2	0	0	171
C.10.5.7.3.1	SOM Line Items													11,000
C.10.5.7.4	Fuel Actions													78
C.10.5.8	Milstrips Received	407	535	608	668	802	709	1102	799	685	103	754	961	8133
C.10.5.8	Total Invoices Paid	1074	986	1296	453	1045	1253	906	1131	1071	807	1072	1107	12201
C.10.5.8	Number of Invoices with Interest	71	127	108	81	110	191	63	78	84	49	40	88	1090
C.10.5.8	Invoices Returned to Vendor	496	404	421	327	364	298	376	343	300	236	139	175	3879
C.10.5.8.1	FedEx Invoice Line Items													12,600
C.10.5.8.6	Trouble Calls 3331	1076	932	869	676	926	1265	749	773	2603	3649	3568	2911	19997
C.10.5.8.7	File Closeout Actions													1695
C.10.5.9.2	Copier Program (AVG)	153	153	154	154	154	156	156	159	159	159	159	159	156
C.10.5.9.2	Copier Additions	0	0	1	0	0	2	0	3	0	0	0	0	6
C.10.5.9.3	# Req'ns for Cell Phones	48	69	67	78	146	77	40	21	35	3	43	101	728
C.10.5.9.3	Cell Phone Program (AVG)	0	0	589	602	571	562	540	541	543	540	543	369	450
C.10.5.9.3	Cell Phones Added	0	0	0	23	3	4	11	1	4	3	3	13	65
C.10.5.9.3	Cell Phones Canceled	0	0	0	10	34	13	33	0	2	6	0	187	285
C.10.5.9.4	# Requisitions for Pagers					309	210	320	0	0	12	41	0	892
C.10.5.9.5	Computer Repair							9	16	17	5	6	16	69
C.10.5.9.6	Desktop Ordering Service													1200
C.10.5.9.6	Desktop Ordering Rejects Processed (FY01 Data)										357	93	633	1083
C.10.5.10.2.2	A and M Status (AVG)	0	0	0	1432	1386	1048	864	652	482	393	276	204	561
C.10.5.10.2.4	Data Calls													50
C.10.5.10.3	Recurring Reports													570
C.10.5.10.3.2	Mismatched Corrections									273	233	101	823	1430
C.10.5.10.3.7	New IQs													60
C.10.5.10.3.7	Recurring IQs													600
Note: Blank cells mean monthly data was not collected during that period														

**Attachment C.10-4  
FY 01 Workload**

PWS Section	Description	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-00	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Total
C.10.5.1.1	Customer Calls													3000
C.10.5.1.2	Info Awareness Meetings													138
C.10.5.1.3	Web Page Updates													52
C.10.5.1.4	Internal Meetings													52
C.10.5.1.5	Special Projects													27
C.10.5.2	Admin Support Actions													2176
C.10.5.3.3	Access Requests													316
C.10.5.3.4	AISSO Annual Survey													1
C.10.5.3.5.1	Automatic SCRs													240
C.10.5.3.5.2	New SIR\SCRs	27	10	10	8	4	11	7	8	10	16	8	8	127
C.10.5.3.5.2	Completed SIR\SCRs	5	12	6	12	5	4	5	5	3	7	12	30	106
C.10.5.3.5.2	Outstanding SIR\SCRs	108	110	106	102	101	108	110	113	120	128	124	102	1332
C.10.5.3.5.3	System Change Updates													12
C.10.5.3.6	Doc. Updates/training Updates													4
C.10.5.3.7.2	Trouble Calls 3332	4051	4305	3661	5365	3762	4221	3464	3201	2396	3494	3863	2839	44622
C.10.5.4	# of Requisition Inputted into ILSMIS	4717	6590	5464	6869	6157	7630	5882	6663	6161	6508	9461	7848	79950
C.10.5.4	Requisitions Awarded by SAP	305	662	1370	542	585	664	640	738	514	625	585		7230
C.10.5.4	Requisitions Received	3314	5012	5922	6680	6577	7816	6500	6763	5914	6846	7607	11520	80471
C.10.5.4	Requisitions Reversed	1051	703	734	1060	442	878	819	798	648	776	796	1350	10055
C.10.5.4	Requisitions Rec'd by CODE 333	578	903	792	735	1047	1122	835	922	920	1034	1259	1491	11638
C.10.5.4	Requisitions Reversed by CODE 333	123	62	68	192	101	143	56	80	113	47	69	122	1176
C.10.5.4.2	Requisitions Tech Screened	685	843	696	649	703	1061	712	660	668	772	1344	721	9514
C.10.5.4.2	Requisitions Sent to SAP by Tech	575	668	565	465	527	637	545	523	482	539	1153	339	7018
C.10.5.4.2	Requisitions Rejected by Tech	7	17	4	17	25	12	17	15	9	27	30	53	233
C.10.5.4.2	STAMP Reqns	1	0	0	6	0	0	0	0	14	48	41	0	110
C.10.5.4.3	Milstrips Ordered	108	418	399	269	354	423	257	324	453	489	978	803	5275
C.10.5.4.5	CSC Requisitions	189	308	233	325	265	175	208	213	135	158	108	74	2391
C.10.5.4.5	CSC Reqs Reconciled by Code333	18	35	32	60	0	52	36	0	27	15	16	0	291
C.10.5.4.6	# of Carcass Tracked Items	43	29	31	31	13	33	35	42	42	28	30	0	357
C.10.5.4.6	# of Carcass Tracked Items Worked	9	9	9	9	0	8	15	29	31	28	30	0	177
C.10.5.4.6	# of Carcass Tracked Items Remaining(AVG)	34	20	22	22	13	25	20	13	11	0	0	0	15
C.10.5.4.7	MOV Line Items													880
C.10.5.4.8	MIT Line Items													2428
C.10.5.4.9	DMRS Requests													2
C.10.5.5	# of Expedited Orders	121	48	43	51	43	25	47	31	14	42	32	23	520
C.10.5.5	# of Expedited Orders Worked	119	48	43	51	43	25	47	31	14	42	32	23	518
C.10.5.5	# of Expedited Orders Remaining	2	0	0	0	0	0	0	0	0	0	0	0	2
C.10.5.5	# of MMD Transactions													1554
C.10.5.5	# of Shipments Tracked													460
C.10.5.6	# of Frustrated Items	20	13	24	15	18	5	5	5	15	1	11	5	137
C.10.5.6	# of Frustrated Items Worked	15	11	17	12	16	5	4	0	6	1	3	3	93
C.10.5.6	# of Frustrated Items Remaining (AVG)	5	2	7	3	2	0	1	0	9	0	8	2	3
C.10.5.6.2	RODs													32
C.10.5.6.3	PODRs													2
C.10.5.7.2	Shop Stores Receipts	14	25	25	36	29	55	38	39	50	50	30	20	411
C.10.5.7.2	# of Shop Store line items in Cdrk(AVG)	131	132	132	132	132	132	131	131	131	131	132	132	132
C.10.5.7.2	# of Shop Store line items in Philly (AVG)	16	14	14	16	19	19	19	19	19	18	18	18	17
C.10.5.7.2.2	Cylinder Orders	60	62	39	48	73	58	104	91	80	63	70	32	780
C.10.5.7.2.2	Cylinder Receipts	45	69	44	67	35	138	67	144	128	83	56	0	876
C.10.5.7.2.2	Cylinder Reconciliations	126	136	101	100	174	138	171	125	111	95	116	99	1492
C.10.5.7.2.3	Shop Stores Issues	66	95	63	82	100	108	82	84	129	70	84	86	1049
C.10.5.7.2.3	Bayview Shop Stores Line Items													12,000
C.10.5.7.3	SOM Receipts	7	33	67	34	14	4	10	17	28	33	269	20	536

**Attachment C.10-4  
FY 01 Workload**

C.10.5.7.3	SOM Issues	31	108	27	101	135	17	79	42	76	108	25	43	792
C.10.5.7.3	SOM Disposals	11	4	8	66	162	35	45	43	4	23	10	0	411
C.10.5.7.3	CDRK Disposals	0	0	0	1	0	0	0	18	0	4	0	0	23
C.10.5.7.3	Philly Disposals	11	4	8	65	162	35	45	25	4	19	10	0	388
C.10.5.7.3.1	SOM Line Items													11,000
C.10.5.7.4	Fuel Actions													78
C.10.5.8	Milstrips Received	406	630	682	627	2586	914	526	494	516	759	616	718	9474
C.10.5.8	Total Invoices Paid	1223	1065	920	838	957	1172	1145	1180	946	896	1002	1160	12504
C.10.5.8	Number of Invoices with Interest	63	51	57	35	38	54	36	61	63	45	17	4	524
C.10.5.8	Invoices Returned to Vendor	220	228	239	110	184	168	297	139	55	96	85	39	1860
C.10.5.8.1	FedEx Invoice Line Items													12,600
C.10.5.8.6	Trouble Calls 3331	3765	2331	1756	3192	3421	3363	4022	2688	3573	3652	3801	3696	39260
C.10.5.8.7	File Closeout Actions													1695
C.10.5.9.2	Copier Program (AVG)	160	160	160	160	160	161	161	161	161	161			161
C.10.5.9.2	Copier Additions	0	0	0	0	0	0	0	0	0	0			0
C.10.5.9.3	# Req'ns for Cell Phones													0
C.10.5.9.3	Cell Phone Program (AVG)	413	421	427	646	724	725	740	755	771	774	774	774	662
C.10.5.9.3	Cell Phones Added	74	8	8	314	80	1	17	15	16	3	0	0	536
C.10.5.9.3	Cell Phones Canceled	0	0	2	95	2	0	2	0	0	0	0	0	101
C.10.5.9.4	# of Pagers													314
C.10.5.9.5	Computer Repair	4	8	6	10	8	4	2	2	8	5	11	6	74
C.10.5.9.6	Desktop Ordering Service													1200
C.10.5.9.6	Desktop Ordering Rejects Processed (FY01 Data)										357	93	633	1083
C.10.5.10.2.2	A and M Status (AVG)	161	207	99	67	81	62	51	26	27	51	72	64	81
C.10.5.10.2.4	Data Calls													50
C.10.5.10.3	Recurring Reports													570
C.10.5.10.3.2	Mismatched Reported	0	0	0	962	962	962	958	958	948	948	648	632	7978
C.10.5.10.3.7	New IQs													60
C.10.5.10.3.7	Recurring IQs													600
Note: Blank cells mean monthly data was not collected during that period														



### Attachment C.10-4 Customer Service Projected Workload

PWS Section	Description	FY00	FY01	Workload Change	Projected	Comment/Justification
C.10.5.1.1	Customer Calls	3000	3000	0	3000	
C.10.5.1.2	Info Awareness Meetings	138	138	0	138	
C.10.5.1.3	Web Page Updates	52	52	0	52	
C.10.5.1.4	Internal Meetings	52	52	0	52	
C.10.5.1.5	Special Projects	27	27	0	27	
C.10.5.2	Admin Support Actions	2176	2176	0	2176	
C.10.5.3.3	Access Requests	316	316	0	316	
C.10.5.3.4	AISSO Annual Survey	1	1	0	1	
C.10.5.3.5.1	Automatic SCRs	240	240	0	240	
C.10.5.3.5.2	New SIR\SCRs	356	127	-229		
C.10.5.3.5.2	Completed SIR\SCRs	124	106	-18		
C.10.5.3.5.2	Outstanding SIR\SCRs	1401	1332	-69		
C.10.5.3.5.3	System Change Updates	12	12	0	12	
C.10.5.3.6	Doc. Updates/training Updates	4	4	0	4	
C.10.5.3.7.2	Trouble Calls 3332	33076	44622	11546		
C.10.5.4	# of Requisition Inputted into ILSMIS	88291	79950	-8341		
C.10.5.4	Requisitions Awarded by SAP	9772	7230	-2542		
C.10.5.4	Requisitions Received	87002	80471	-6531		
C.10.5.4	Requisitions Reversed	11343	10055	-1288		
C.10.5.4	Requisitions Rec'd by CODE 333	16776	11638	-5138		
C.10.5.4	Requisitions Reversed by CODE 333	1531	1176	-355		
C.10.5.4.2	Requisitions Tech Screened	12230	9514	-2716		
C.10.5.4.2	Requisitions Sent to SAP by Tech	9248	7018	-2230		
C.10.5.4.2	Requisitions Rejected by Tech	499	233	-266		
C.10.5.4.2	STAMP Regns	239	110	-129		
C.10.5.4.3	Milstrips Ordered	5650	5275	-375		
C.10.5.4.5	CSC Requisitions	4482	2391	-2091		
C.10.5.4.5	CSC Regns Reconciled by Code333	1333	291	-1042		
C.10.5.4.6	# of Carcass Tracked Items	98	357	259		
C.10.5.4.6	# of Carcass Tracked Items Worked	27	177	150		
C.10.5.4.6	# of Carcass Tracked Items Remaining (AVG)	16	15	-1		
C.10.5.4.7	MOV Line Items	880	880	0	880	
C.10.5.4.8	MIT Line Items	2428	2428	0	2428	
C.10.5.4.9	DMRS Requests	2	2	0	2	
C.10.5.5	# of Expedited Orders	987	520	-467		
C.10.5.5	# of Expedited Orders Worked	985	518	-467		
C.10.5.5	# of Expedited Orders Remaining	2	2	0		
C.10.5.5	# of MMD Transactions	1554	1554	0		
C.10.5.5	# of Shipments Tracked	460	460	0		
C.10.5.6	# of Frustrated Items	161	137	-24		
C.10.5.6	# of Frustrated Items Worked	131	93	-38		
C.10.5.6	# of Frustrated Items Remaining (AVG)	3	3	0		
C.10.5.6.2	RODs	32	32	0		
C.10.5.6.3	PQDRs	2	2	0		

**Attachment C.10-4**  
**Customer Service Projected Workload**

C.10.5.7.2	Shop Stores Receipts	351	411	60		
C.10.5.7.2	# of Shop Store line items in Cdrk (AVG)	139	132	-8		
C.10.5.7.2	# of Shop Store line items in Philly (AVG)	6	17	11		
C.10.5.7.2.2	Cylinder Orders	521	780	259		
C.10.5.7.2.2	Cylinder Receipts	440	876	436		
C.10.5.7.2.2	Cylinder Reconciliations	368	1492	1124		
C.10.5.7.2.3	Shop Stores Issues	1130	1049	-81		
C.10.5.7.2.3	Bayview Shop Stores Line Items	12,000	12,000	0		
C.10.5.7.3	SOM Receipts	440	536	96		
C.10.5.7.3	SOM Issues	340	792	452		
C.10.5.7.3	SOM Disposals	362	411	49		
C.10.5.7.3	CDRK Disposals	6	23	17		
C.10.5.7.3	Philly Disposals	171	388	217		
C.10.5.7.3.1	SOM Line Items	11,000	11,000	0		
C.10.5.7.4	Fuel Actions	78	78	0		
C.10.5.8	Milstrips Received	8133	9474	1341		
C.10.5.8	Total Invoices Paid	12201	12504	303		
C.10.5.8	Number of Invoices with Interest	1090	524	-566		
C.10.5.8	Invoices Returned to Vendor	3879	1860	-2019		
C.10.5.8.1	FedEx Invoice Line Items	12,600	12,600	0		
C.10.5.8.6	Trouble Calls 3331	19997	39260	19263		
C.10.5.8.7	File Closeout Actions	1695	1695	0		
C.10.5.9.2	Copier Program (AVG)	156	161	4		
C.10.5.9.2	Copier Additions	6	0	-6		
C.10.5.9.3	# Req'ns for Cell Phones	728	0	-728		
C.10.5.9.3	Cell Phone Program (AVG)	450	662	212		
C.10.5.9.3	Cell Phones Added	65	536	471		
C.10.5.9.3	Cell Phones Canceled	285	101	-184		
C.10.5.9.4	# Requisitions for Pagers	892	314	-578		
C.10.5.9.5	Computer Repair	69	74	5		
C.10.5.9.6	Desktop Ordering Service	1200	1200	0		
C.10.5.9.6	Desktop Ordering Rejects Processed (FY01 Data)	1083	1083			
C.10.5.10.2.2	A and M Status (AVG)	561	81	-481		
C.10.5.10.2.4	Data Calls	50	50	0		
C.10.5.10.3	Recurring Reports	570	570	0		
C.10.5.10.3.2	Mismatched Corrections	1430	7978	6548		
C.10.5.10.3.7	New IQs	60	60	0	60	
C.10.5.10.3.7	Recurring IQs	600	600	0	600	

**ATTACHMENT C.10-5. SUPPLY DEPARTMENT COMPUTER HARDWARE  
INVENTORY**

## ATTACHMENT C.10-5

### Supply Department Computer Hardware Inventory

Location	Description	Medium	Quantity	Licenses	Comments
32	SYSTEMAX	CPU/FILESER	1		
32	HEWLETT PACKARD	SCANNER/OPT	1		
32	OPTIQUEST	MONITOR	1		
32	XEROX	PRINTER	1		
32	MTS CORPORATION	CPU/FILESER	1		
32	JVC INFORMATION PR	CD ROM	1		
32	KEY DATA SYSTEMS	MONITOR	1		
32	TEKTRONIX	PRINTER	1		
32	HEWLITT PACKARD	PRINTER	1		
32	MTS CORPORATION	CPU/FILESER	1		
32	HEWLITT PACKARD	PRINTER	1		
32	OPTIQUEST	MONITOR	1		
32	NEC	MONITOR	1		
32	GATEWAY	CPU/FILESER	1		
32	GATEWAY	CPU/FILESER	1		
32	GATEWAY	MONITOR	1		
32	GATEWAY	CPU/FILESER	1		
32	OPTIQUEST	MONITOR	1		
32	DELL	CPU/FILESER	1		
32	SONY	MONITOR	1		
32	MTS CORPORATION	CPU/FILESER	1		
32	PACKARD BELL	MONITOR	1		
32	HEWLITT PACKARD	PRINTER	1		
32	BTO	CPU/FILESER	1		
32	MICROSOFT CORP.		1		
32	APC	UPS	1		
32	SONY CORP OF AMERICA	MONITOR	1		
32	XEROX	PRINTER	1		
32	RADIUS INC	MONITOR	1		
32	MTS	CPU/FILESER	1		
32	XEROX	PRINTER	1		
32	SYSTEMAX	CPU/FILESER	1		
32	RADIUS INC	MONITOR	1		
32	EMC MONITORS CORP	CPU/FILESER	1		
32	SONY	MONITOR	1		
32	XEROX	PRINTER	1		
32	EMC CORP	CPU/FILESER	1		
32	HEWLETT PACKARD	PRINTER	1		
32	KEY DATA SYSTEMS	MONITOR	1		
32	MTS	CPU/FILESER	1		
32	OPTIQUEST	MONITOR	1		
32	HEWLITT PACKARD	PRINTER	1		
32	MTS	CPU/FILESER	1		
32	HP DESKJET	PRINTER	1		
32	GATEWAY	MONITOR	1		
32	MTS	CPU/FILESER	1		
32	SONY CORP OF AMERICA	MONITOR	1		
32	HP DESKJET	PRINTER	1		
32	MTS	CPU/FILESER	1		

**ATTACHMENT C.10-5**  
**Supply Department Computer Hardware Inventory**

Location	Description	Medium	Quantity	Licenses	Comments
32	BTO	CPU/FILESER	1		
32	OPTIQUEST	MONITOR	1		
32	HP DESKJET	PRINTER	1		
32	GATEWAY 2000	MONITOR	1		
32	MTS	CPU/FILESER	1		
32	HP DESKJET	PRINTER	1		
32	SONY	MONITOR	1		
32	HP DESKJET	PRINTER	1		
32	EMC CORP	CPU/FILESER	1		
32	OPTIQUEST	MONITOR	1		
32	HP LASERJET 4	PRINTER	1		
32	SYSTEMAX	CPU/FILESER	1		

## **ATTACHMENT C.10-6. SOFTWARE SYSTEMS AND APPLICATIONS IN USE**

**ATTACHMENT C.10-6**  
**Software Systems and Applications**

Location	Description	Medium	Quantity	Licenses	Comments
32	WINDOWS 2000		1	51873-OEM-0045023-09251	
32	WINDOWS 95		1	22295-0EM-0003614-74782	
32	WINDOWS 95		1	24095-0EM-0004082-55730	
32	WINDOWS 95		1	F7XKP-6K69F-TMXXR-KR4HJ-KG8WQ	
32	WINDOWS 98 SE		1	PFCJY-8HBFB-FD834-9DV7W-6962P	
32	WINDOWS 98 SE		1	GWQFJ-G6MVB-QK4VB-K6PT3-Q9XJ8	
32	FRONTPAGE 98		1	68866-999-1227986-44529	
32	OFFICE 2000		1	CKBHG-PFGM6-KVG6R-YWCMY-WTVHG	
32	FED FORMS		1	NVCWP1531036	
32	MICROSOFT PROJECT		1	53606-811-01219D-21709	
32	WINZIP 8.0		1	SHAREWARE	
32	PAPERPORT 6.5		1	1234E8BU43	
32	ACROBAT READER 4.0		1	SHAREWARE	
32	QVT/NET 4.1.2		1	SHAREWARE	
32	QTERM		1	SHAREWARE	
32	FILEMAKER PRO 4.0		1		
32	XEROX CENTRWARE 5.83		1		
32	PC ANYWHERE 8.02		1	236-9032-322-9717	

## **ATTACHMENT C.10-7. REPORTS AND SUBMITTALS**



**ATTACHMENT C.10-7**  
**Reports and Submittals**

[illegible]

## **ATTACHMENT C.10-8. ILSMIS REPORTS AND QUERIES**

# ATTACHMENT C.10-8

## Part A ILSMIS Reports

Report Number	Report Description/Title
AAMADDR01	Action Dollars Distribution Report
AAMCLFR01	Commodity List by Cage
AAMDACR01	\$ Awarded by Claimant Program Report
AAMDAGR01	\$ action by geographic area
AAMDAGR02	\$ Action By comm - Govt. - Entity - CD
AAMFEDR01	Funds Expiring
AAMLILR01	Missing Live Item for Assoc. Requisitions
AAMM13R01	BPA Vendor Report by Vendor Name
AAMM13R02	BPA Vendor Report by BPA number
AAMM45R01	Small Purchase Workload Monthly
AAMM45R05	Award Less Than Dip Date
AAMM46R01	Small Purchase Workload-all categories
AAMM46R02	al YTD summary - all categories
AAMM46R05	Small Purchase Workload-manager code
AAMM46R06	al YTD summary - manager code
AAMM47R01	Large Purchasing Workload
AAMPLBR01	Procurement Admin. Lead Time by Branch
AAMPLPR01	Procurement Admin. Lead Time/Purchase Method.
AAMRPTR01	List of Reports
AAMS00R01	STATUS OF OPEN ORDERS
AAMS00R02	STATUS OF OPEN ORDERS
AAMS00R03	STATUS OF OPEN ORDERS
AAMS00R04	STATUS OF OPEN ORDERS
AAMS00R05	STATUS OF OPEN ORDERS
AAMSBSR01	small business statistical report
AAMTFSR02	Mthly Procurement Details/Section B
AAMTFSR03	Mthly Procurement Details/Section C
AAMTFSR04	Mthly Procurement Details/Section D
AAMTFSR05	Mthly Procurement Details/Section E
AAMTFSR06	Mthly Procurement Details/Section F
AAMTFSR07	Mthly Procurement Details/Section G
AAMTFSR08	Mthly Procurement Details/Line item G15
AAMVPHR01	Vendor Performance History
AAMW45R01	Small Purchase Workload Weekly
FIND40R01	DIFMS
FIND40R02	DIFMS
FIND65R01	
FIND51R01	
FMTW35R01	Input from FMSO and/or Suspense
FMTW35R02	Catalog Records Created
FMTW35R03	Error Listing
FMTW35R04	Storage action report
FMTW35R05	Management Action Report
ML5D31R01	Receipts Delivery Manifest
ML5D31R02	NIF receipts with qty. not stored = delivered
ML5D31R03	Non-NIF receipts with qty. stored
ML5D57R01	Buildings to be picked
ML5P68R01	PICA RECORDS FOR SYSTEM CD N65440
ML5P68R02	Due Ins for System CD N65440
ML5P68R03	Unordered Reqs for System Code N65440

# ATTACHMENT C.10-8

## Part A ILSMIS Reports

Report Number	Report Description/Title
ML5Q03R01	Inventory Rpt.
ML5Q03R02	Inventory Rpt.
ML5Q03R03	Inventory Rpt.
ML5W21R01	Performance MILSTRIP
ML5W21R02	Performance Tech. Screening (MILSTRIP)
ML5W21R03	Performance inventory requisitions
ML5W77R01	weekly stock transaction
PCAD40R01	1160 Transactions
PCAD40R02	Accrual Transactions
PCAM22R01	Shop stores/PICCA by user's name
PCAM22R02	Shop stores by department
PCAM23R01	Cost Center Material Shortage Report
PCAP61R01	Status of incoming-direct-cite documents
PCAT97R01	Pica Records For Audit
PCAW20R01	SOM Discrepancy report
PCAW20R02	Custody items/delinquent backdates
PCAW20R03	Stock Inventory Discrepancy
PCAW34R01	SOM and stock storage locations
PCAW34R02	APA NSA Stock Availability
PCAW34R03	Line Item Management Report
PCAW34R04	1420 CATALOG
PCAW40R01	Stock Restows in process 75 days
PCAW40R02	PICA Restows in process 75 days
PCAW50R01	Production Inventory Dollar Value
PCAW50R02	Details of receipts processed/not stored
PCAW50R03	Detail of Receipts not processed in NOMIS
PHYD70R01	adjustments
PHYD70R02	adjustments
PHYD71R01	adjustments
PHYD72R01	Adjustments
PHYD72R02	Adjustments
PHYD73R01	Adjustments
PHYD73R02	Spitfire Adjustments Processed
PHYD76R01	SOM cancelled inventories
PHYD77R01	SOM cancelled inventories
PHYQ11R01	Acct. Dollar Sign Value for Adjust.
PHYQ11R02	Acct. Dollar Sign Value for Adjust (PICA)
PHYW70R01	Production - inventory area - unload
PHYW71R01	Catalog Record Descriptions by NIIN
PHYW72R01	MISR unload
REQD61R01	Requisitions awaiting approval/review
REQD61R02	Requisitions approved for code IL7151
REQD61R03	Requisitions/approver not on Security file
REQD61R04	MILSTRIP Requisitions for current date
REQD65R01	Requisitions bypassed T/S
REQD65R04	Requisitions pending actions
REQD65R05	Requisitions pending action by tech
REQD65R06	Requisitions pending action by advisor
REQD65R07	Requisitions in CP
REQD65R08	Rejected requisitions awaiting action

**ATTACHMENT C.10-8****Part A  
ILSMIS Reports**

<b>Report Number</b>	<b>Report Description/Title</b>
REQD65R10	Requisitions awaiting technical screening
REQD65R11	Requisitions awaiting milstrip
REQD66R01	Requisitions awaiting special approval
REQD68R01	Shipping requests awaiting approval
REQD68R02	Rejected shipping requests
REQD68R03	Shipping requests awaiting supply action
REQM15R03	
REQM27R01	Accrued status of Service Procurement/NIF
REQM29R01	Cumulative Bankcard Purchase Summary
REQM38R01	Requisitions in procurement not due in
REQM38R02	Requisition records moved to completed-reqs
REQM38R03	Requisitions erased
REQM39R01	Requisitions erased
REQM98R01	Workload analysis transaction count
REQW29R01	Bankcard Cardholder Log
REQW29R02	Non Received Bankcard Purchases
REQW68R01	DD1149 Shipping Requests Moved to complete
REQW81R01	UMMIPS
RISA28R01	MilStrip Key Performance
RISA28R02	MilStrip Key Performance
RISA28R03	MilStrip Key Performance
RISA28R04	MilStrip Key Performance
RISA28R05	MilStrip Key Performance
RISA28R06	MilStrip Key Performance
RISA28R07	MilStrip Key Performance
RISD13R01	High Priority Backorder by Manager Code
RISD13R02	High Priority Backorder Summary
RISD21R01	Customer address area update
RISD25R01	MILSTRIP status by manager code
RISD25R02	MILSTRIP cancellation
RISD25R03	disposals
RISD25R04	Changes - unit issues
RISD25R05	incoming error messages
RISD25R06	disposal status
RISD25R07	catalog skeleton
RISD30R01	Issues Processed
RISD30R02	Issue in for delivery by requested date
RISD46R01	Low Limit
RISD47R01	Listing of DDN/Segment Headers only
RISD47R02	all requisitions sent
RISM28R01	Supp. Dept. Key Performance Ind. Rpt.
RISM28R02	Supp. Dept. Key Performance Ind. Rpt.
RISM28R03	Receipts over 2 processing
RISM28R04	Supp. Dept. Key Performance Ind. Rpt.
RISM28R05	Key Performance Local Issues
RISM28R06	Supp. Dept. Key Performance Ind. Rpt.
RISM28R07	Supp. Dept. Key Performance Ind. Rpt.
RISM81R01	management analysis for Cost Center
RISM81R02	management analysis for Receipts
RISM81R03	management analysis for Inventory

**ATTACHMENT C.10-8****Part A****ILSMIS Reports**

<b>Report Number</b>	<b>Report Description/Title</b>
RISW21R05	Performance Tech. Screening /MILSTRIP
RISW24R02	
RISW25R01	Performance Receiving
RISW25R02	Receipts over 2 processing
RISW27R01	Summary Performance of Local Issues
RISW27R02	Performance for Local Issues
RISW27R03	Local issues over 2 days processing
RISW27R04	Performance off-station non-disposals
RISW27R06	Performance off station disposals
RISW30R01	issue in process shop stores 14
RISW30R02	issue in process shop stores 5 proof
RISW30R03	issue in process shop stores 5 delivery
RISW30R04	issue in process unknown status
RISW30R05	cancelled issue in process 14 off station
RISW30R06	issue in process off station 5 proof
RISW30R07	issue in process off station 5 delivery
RISW30R08	issue in process off station 5 proof
RISW30R09	issue due-out-area
RISW30R10	issue in process off station unknown
RISW30R11	ILSMIS due-out-area
RISW31R01	Receipt checking & assoc. records purged
RISW31R02	Initial Receiving Records Purged
RISW31R03	receipts awaiting delivery 7
RISW31R04	receipts awaiting storage 7
RISW31R05	receipts awaiting inspection 7
RISW31R06	frustrated
RISW31R07	rejected receipts
RISW31R08	receipts in unknown status
RISW31R09	receipts to 2
RISW31R10	QA receipts
RISW54R01	NMQAO
RISW80R01	delinquent due in
RISW80R02	Cost Centers status of Open orders
RISW80R03	Summary of open orders
RISW80R04	Outgoing Transaction Area
RISW80R05	MILSTRIP shipment status
RISW80R06	Listing of DDN/Segment Headers only
SOMM85R03	Inventory Summary Account 6
SOMM85R04	Acct. C Material
SOMM86R01	Custody Material Inventory listing for manager
SOMM86R02	Custody Material for IA
SOMM87R01	SOM Monthly Inventory Report
SOMP12R01	PICA Con/Charge Transfer storage action list
SOMP12R02	PICA Mass con/charge transfer list
SOMP13R01	PICA Mass transfer to new mgr. by project ID #
SOMQ09R01	PICA Acct. 3/B Quarterly Report
SOMQ09R02	PICA Acct. 3/B Quarterly Exception Report
SOMQ88R03	
SOMQ88R04	
SOMQ88R05	

**ATTACHMENT C.10-8****Part A****ILSMIS Reports**

<b>Report Number</b>	<b>Report Description/Title</b>
SOMQ88R06	
SOMQ88R07	
SOMW02R01	items transferred to 6022 (7)
SOMW02R02	items residing in 6022 (30)
SOMW02R03	items residing in 6022 (60)
SOMW02R04	items residing in 6022 (90)
STKM03R01	Shelf life items
STKM06R02	Processing days from stop work to supply rcpt.
STKM80R01	Mngt. And Rpt. Value of Inv. Purpose Code
STKM80R01	management analysis by purpose code
STKM80R02	Mngt. And Rpt. Value of Inv. Purpose Code
STKM80R02	management analysis by condition code
STKP38R01	FMSO Master MRIL & Master
STKQ40R01	excess quantity/demand report
STKQ40R02	demand high analysis activity report
STKQ40R03	high activity stock item
STKQ40R04	High Activity On Unstacked Items
STKQ40R05	Inventory with no demand?
STKQ40R06	Purged demand history records report
STKQ40R07	inventory with no demand
STKQ40R08	high/low limit change in stock
STKQ40R09	auto replenishment created
STKQ40R10	insurance and seasonal items in stock inventory
STKQ40R11	high/low mix match
STKQ40R12	Stock inventory automatic FTE generated inventory
STKW53R01	Technical Manager workload
STKW53R02	Technical Manager summary
STKW96R01	MATERIAL ILSMIS
STKW96R02	BANKCARD
STKW53R03	Requisitions processed
UTLD00R01	Program Control File Listing
UTLM01R01	Org-CD Changes Pending Req Approval

# ATTACHMENT C.10-8

## Part B

### ILSMIS Queries

QUERIES	
CATEGORY	REPORT NAME
AUTHORITY-CODE-AREA	PARTIAL ACCESS TO CU/PP/PR
BUYER	ALL BUYER CODES
	SMALL PURCHASE BUYERS
C-DUE-IN-C-REQN	F SERVICE CONTRACTS
C-DUE-IN-NIF-SOM-AREA	DIRECT CITE TRANS LT 2.5K
	DOLLARS/ACTIONS SUMMARY OF BK
	DOLLARS/ACTIONS SUMMARY OF SAP
C-DUE-IN-VENDOR	SAP BUYS FOR MD PA AND VA
	SAP BUYS FOR NJ DE AND NY
	SAP BUYS FOR ALL STATES
C-REQUISITION-AREA	BANKCARD SUMMARY BY CODE
C-SHIPPING-REQUEST-ARE	COST BY JON REPORT
	COST BY JON REPORT - LABOR
	COST BY JON REPORT - MATERIAL
	FREIGHT DISTRIBUTION LOG
	GOVERNMENT BILL OF LADING LOG
	SHIPPING REPORT - ALL CODES
	SHIPPING REPORT BY DIRECTORY
	SHIPPING REPORT FOR A CODE
	TRANSPORTATION DISTRIBUTION LOG
CATALOG-AREA	LOCAL NUMBERS W/ MILSTRIP AAC
	OFFICE SUPPLIES / FSC - 7510 \
CLAUSE-AREA	CLAUSE LIST
DCASR-PAY-OFFICE	1149 SHIP TO ADDRESS FILE
DUE-IN-NIF-SOM-AREA	ACTIONS/DOLLARS SUMMARY OF BK
	ACTIONS/DOLLARS SUMMARY OF SAP
	AS1 MILSTRIP REPORT
	BANKCARD DUE-INS PRIOR TO FY 00
	BANKCARD RECEIPTS BY RECEIVER
	BANKCARD SERVICE CONTRACTS
	CONTRACTS W/ CANCELLED QTY
	DIRECT CITE TRANS LT 2.5K
	DUE-INS OLDER THAN ENTERED FY
	GLOBAL BANKCARD OBLIGATIONS
	MILSTRIP RECEIPTS BY RECEIVER
	MILSTRIPS TRANSMITTED
	OPEN BANKCARD OBLIGATIONS
	OPEN ORDERS FOR VENDOR CAGE



# ATTACHMENT C.10-8

## Part B

### ILSMIS Queries

QUERIES	
CATEGORY	REPORT NAME
	PAPERLESS ACQUISITION
	RECEIVING REPORT
DUE-IN-VENDOR	LATE ORDERS
	M AND F SERVICE CONTRACTS
	OPEN SERVICE CONTRACTS
	ORDERS DUE WITHIN 7 DAYS
	SAP BUYS FOR MD PA AND VA
	SAP BUYS FOR NJ DE AND NY
	SAP BUYS LT 25K FOR ALL STATES
ISSUE-IN-PROCESS-AREA	DOLLAR VALUE OF ISSUES BY MGR
	DOLLAR VALUE OF ISSUES BY SITE
ISSUE-IN-PROCESS-OFFST	JCALS BILLING UNLOAD
MANAGER VALIDATION	SUPPLY MANAGER CODES
PICA-CATALOG	ARR REQUIREMENTS REPORT
	CUSTODY MATERIAL WITH 0 QTY ON HAND
	NO TAG SOM BY MGR AND BLDG/LOC
	NO TAG SOM BY MGR AND PRCN
	NO TAG SOM INVENTORY MASTER
	PICA REPORT 1
	PICA REPORT 2
	PICA REPORT 2 W/SORT
	PICA REPORT 3
	PICA REPORT 4
	PICA REPORT 5
	PICA REPORT 6
	PICA REPORT 7
	SOM BY MGR AND BLDG/LOCATION
	SOM BY MGR AND NAME
	SOM BY MGR AND PRCN
	SOM BY MGR AND SPONSOR
	SOM BY MGR AND SYSTEM CD
	SOM BY MGR, CODE, AND NAME
	SOM DOLLAR REPORT
	SOM INVENTORY MASTER
PICA-INV-PICA-HIST	SOM ACTIVITY BY CODE
	SOM ISSUES BY DATE RANGE
	SOM RECEIPTS
PROCUREMENT-AREA	BANKCARD PURCHASES BY SAP OFFICE
	MONTHLY BANKCARD BY LINE ITEM
	SAP BUYERS WORKLOAD SUMMARY
	SAP BY BUYER BY MONTH
	SUMMARY BANKCARD BY DOC

# ATTACHMENT C.10-8

## Part B

### ILSMIS Queries

QUERIES	
CATEGORY	REPORT NAME
	SUMMARY BANKCARD FOR THE MONTH
	UNPRICED ORDERS FOR FY98 & FY97
PROCUREMENT-VENDOR	CONTRACTS GT 25K
	HBCU/MI AWARDS
	SIMPLIFIED ACQUISITIONS < 25K BY STATE
RECEIPT-AREA	FRUSTRATED MATERIAL
	RECEIPTS AWAITING QA INSPECTION
	RECEIPTS AWAITING STORAGE
	UNFINALIZED RECEIPTS
REQN-C-REQN-JOB	FUNDS EXPIRATION REPORT
	REQUISITIONS FOR CON
REQN-DUE-IN-AREA	BANKCARD BUYS BY SAP OFFICE
	CELLULAR PHONE CONTRACTS
	CPP FUNDED REQNS
	DAILY HAZMAT RECEIVING RPT
	DAILY RECEIVING REPORT BY IL #
	DOUG JENKINS REPORT
	DUE-IN INFO BY DOC-NO
	DUE-IN INFO BY REQN NO
	F SERVICE CONTRACTS
	HAZMAT RECEIVING REPORT
	HAZMAT RECEIVING REPORT/CODE 33
	LIST OF DUE INS FOR HAZMAT
	MONTHLY HAZMAT RECEIVING RPT
	MONTHLY RECEIVING REPORT BY IL #
	OUTSTANDING BANKCARD OBLIGATIONS BY FY
	RCP FUNDED REQNS
	RECEIPT INFO BY DOC/CALL
	RECEIPT INFO BY REQN NO
	RECEIVING REPORT FOR CODE 33
	RECEIVING RPT - ALL CODES
	RECEIVING RPT BY CODE/REQUESTOR
	REQNS WITH INSP IND 'Y'
REQN-REQN-HIST	BANKCARD OBLIGATIONS BY CODE
	BANKCARD REQUISITIONS BY CODE
	BANKCARD SUMMARY BY DIRECTORATE
	REQNS FORWARDED TO MILSTRIP
	REQNS FORWARDED TO SAP
	REQNS WORKED BY TECH
	REQNS REJECTED TO CUSTOMER BY TECH
REQUISITION-AREA	ADP HAMMAKER REPORT
	BUYER'S WORK REPORT
	CALIBRATION REQUISITIONS

# ATTACHMENT C.10-8

## Part B

### ILSMIS Queries

QUERIES	
CATEGORY	REPORT NAME
	CELLPHONE REQUISITIONS
	CSC REQUISITIONS
	REQNS ASSIGNED/WEEK BY DATE
	REQNS AWARDED/BUYER BY DATE
	REQUISITION PRIORITY REPORT
	REQUISITIONS PUT IN BY DIRECTORATE
REQUISITION-PROCUREMENT	MATERIAL REQNS AWARDED BY SAP
	REQNS AWARDED BY BUYER BY DATE
	SERVICE REQNS AWARDED BY SAP
SECURITY	APPROVERS
	BANKCARD HOLDERS
	BANKCARD HOLDERS W/ GT 2.5K
	INACTIVE USERS
	NEVER LOGGED ON
	NEW USERS
	SPECIAL APPROVERS
	USER LIST BY CODE
	USER LIST BY IL#
	USER LIST BY NAME
SHIPPING-REQUEST-AREA	COST BY JOB ORDER NUMBER
	COST BY JON RPT - LABOR
	COST BY JON RPT - MATERIAL
	FREIGHT DISTRIBUTION RECORD
	GOVERNMENT BILL OF LADING LOG
	SHIPPING RPT - ALL CODES
	SHIPPING RPT BY DIRECTORATE
	SHIPPING RPT BY CODE/REQUESTOR
	TRANSPORTATION CONTROL # LOG
	UNCOMPLETED SHIPMENTS
STOCK-CATALOG-AREA	MASTER FILE BY MANAGER CODE
	SHOP STORES LISTING
	SHOP STORES LISTING W/PAGE BREAK
	SHOP STORES LISTING/HAZARDOUS MATERIAL
	SHOP STORES/HAZARDOUS W/PAGE BREAK
STOCK-DUE-IN	MATERIAL ON ORDER BY MGR CODE
STOCK-HISTORY-AREA	ISSUES BY FSC
	STOCK ISSUES
	STOCK RECEIPTS
STOCK-INVENTORY-AREA	SHOP STORES BY ITEM NAME
	SHOP STORES BY STOCK NUMBER
	TOTAL DOLLAR VALUE OF INVENTORY

**ATTACHMENT C.10-8**

**Part B**

**ILSMIS Queries**

QUERIES	
CATEGORY	REPORT NAME
VALID-MOS	MODES OF SHIPMENT
VENDOR-AREA	HBCU/MI VENDORS
	LOCAL VENDORS - CD AND PH

## **ATTACHMENT C.10-9. PERFORMANCE REQUIREMENTS SUMMARY**

**ATTACHMENT C.10-9**  
**Performance Requirements Summary**  
**Supply Customer Service**

PWS Para	Contract Requirement	Work Requirement	Standard	AQL	Weight of line item
<b>C.10.5.1</b>	<b>CUSTOMER SERVICE</b>		quality	98	<b>3%</b>
			timeliness	98	
C.10.5.1.1	Assistance and Response	Advise, assist and train customers pursuant to the PWS	quality	98	
			timeliness	98	
C.10.5.1.2	Information Awareness	Keep customers fully informed on policy and procedures that impact supply operating procedures.	quality	98	
			timeliness	98	
C.10.5.1.3	Web Page	Maintain and update web page on monthly or more frequent basis	quality	98	
			timeliness	98	
C.10.5.1.4	Meetings, Conferences, and Seminars	Attend meetings, conferences and seminars.	quality	98	
			timeliness	98	
C.10.5.1.5	Special Projects	Conduct or participate in Special Projects as requested by the Government Rep.	quality	98	
			timeliness	98	
<b>C.10.5.2</b>	<b>BRANCH ADMINISTRATION</b>				<b>8%</b>
C.10.5.2.1	Administrative Support				
C.10.5.2.1.1	General Administrative Support	Provide administrative support including reception/telephone service, mail distribution, administrative logs, correspondence and briefings as described in the PWS, .	quality	98	
			timeliness	98	
C.10.5.2.1.2	Travel Processing & Claim Preparation	Prepare travel orders, make travel arrangements and process claim vouchers as described in the PWS.	quality	98	
			timeliness	98	
C.10.5.2.1.3	Filing and Copying	Maintain and copy files for correspondence as required.	quality	95	
			timeliness	95	
<b>C.10.5.3</b>	<b>SUPPLY SYSTEMS ADMINISTRATION</b>		quality	98	<b>7%</b>
			timeliness	98	
C.10.5.3.1	General				
C.10.5.3.2	Systems Administrator	Appoint a Systems Administrator, Provide systems analyses, administration, training and other services (as requested by gov't) in support of customers..	quality	98	<b>2%</b>
			timeliness	98	
C.10.5.3.3	System Security	Implement and maintain positive administrative safeguards.	quality	99	<b>4%</b>
			timeliness	99	
C.10.5.3.4	AISSO Responsibilities	Serve as the Supply Department's ADP Information System Security Officer (AISSO)	quality	98	<b>4%</b>
			timeliness	98	
C.10.5.3.5	Systems Upgrades and Modifications	Work with Supply Department personnel and other users to define functional requirements and develop system change requests, submit SCRs, review incoming system updates, and process other changes as described in the PWS.	quality	98	<b>3%</b>
			timeliness	98	
C.10.5.3.6	System Documentation and Training	Prepare and update manuals, desk guides, and quick guides. Develop and provide training.	quality	98	<b>4%</b>
			timeliness	98	
C.10.5.3.7	System Technical Support	Answer questions within one day to solve problems. Be familiar with related commercial off the shelf.	quality	98	
			timeliness	98	

**ATTACHMENT C.10-9**  
**Performance Requirements Summary**  
**Supply Customer Service**

PWS Para	Contract Requirement	Work Requirement	Standard	AQL	Weight of line item
<b>C.10.5.4</b>	<b>REQUISITION PROCESSING</b>		quality	97	<b>8%</b>
			timeliness	97	
C.10.5.4.1	General				
C.10.5.4.2	Technical Screening	Verify that requisitions are complete.	quality	97	
			timeliness	97	
C.10.5.4.3	MILSTRIP Std Item Requisition Processing	Review all MILSTRIP requisitions for completeness and technical correctness.	quality	97	
			timeliness	97	
C.10.5.4.4	Non-Std Item Requisition Processing	Assist customers in screening requisitions for non-standard material.	quality	97	
			timeliness	97	
C.10.5.4.5	GSA CSC/IPC Requisition Processing	Perform as the GSA Customer Supply Center/Industrial Products Center Coordinator.	quality	97	
			timeliness	97	
C.10.5.4.6	Depot Level Repairable	Manage and track depot level repairable. Process standard stock requisitions for Depot Level Repairable. Process those supply and financial documents related to DLR reconciliation.	quality	97	
			timeliness	97	
C.10.5.4.7	MOV Processing	Process all material obligation validation.	quality	97	
			timeliness	97	
C.10.5.4.8	Material in Transit Processing	Review and process all MIT listings	quality	97	
			timeliness	97	
C.10.5.4.9	DRMO Service Request Processing	Process defense reutilization and marketing service.	quality	97	
			timeliness	97	
<b>C.10.5.5</b>	<b>REQUISITION STATUS &amp; EXPEDITING</b>				<b>6%</b>
C.10.5.5.2	Purchased Materials	Process, expedite, maintain and account for standard stock materials as described in this section of the PWS	quality	95	
			timeliness	95	
C.10.5.5.3	MILSTRIP	Process, expedite, maintain and account for purchased materials as described in this section of the PWS	quality	95	
			timeliness	95	
<b>C.10.5.6</b>	<b>DISCREPANT/ FRUSTRATED MATERIAL</b>				<b>1%</b>
C.10.5.6.1	General	Monitor and resolve discrepant and frustrated materials throughout the Carderock Division as described in the PWS.	quality	95	
			timeliness	95	
C.10.5.6.2	Reports of Discrepancy	Process RODs IAW prescribed procedures	quality	95	
			timeliness	95	
C.10.5.6.3	Property Quality Deficiency Reports	Assist customers in preparing and submitting property quality deficiency reports.	quality	95	
			timeliness	95	

**ATTACHMENT C.10-9**  
**Performance Requirements Summary**  
**Supply Customer Service**

PWS Para	Contract Requirement	Work Requirement	Standard	AQL	Weight of line item
<b>C.10.5.7</b>	<b>INVENTORY MANAGEMENT</b>				<b>3%</b>
C.10.5.7.2	Shops Stores	Oversee all shop stores inventory management throughout the Division as described in the PWS, specifically including bottled gases and the Bayview Stores	quality	98	
			timeliness	99	
C.10.5.7.3	Sponsor/Custody Material	Manage sponsor owned and custody material in accordance with NAVSEAINST 4440.24 and other applicable directives to maintain accountability of all such material. Includes inventory management, redistribution, issues, and Annual Requirements Review.	quality	98	
			timeliness	99	
C.10.5.7.4	Fuel				
C.10.5.7.4.1	Carderock DTO Requisitions	Coordinate with NSWC Carderock Division customers, the ordering, receipt, accounting and payment for bulk fuel for NSWC	quality	98	
			timeliness	99	
C.10.5.7.4.2	Philadelphia Site Fuel Stock	Manage and account for the J5 fuel stock at the Carderock Division Philadelphia Site to ensure there is no disruption of service to customers	quality	98	<b>32%</b>
			timeliness	99	
<b>C.10.5.8</b>	<b>RECEIPT/INVOICE PROCESSING</b>				
C.10.5.8.1	General Responsibilities	Manage and process invoices (receipt documentation) IAW prescribed procedures and as described in the PWS	quality	98	
			timeliness	98	
C.10.5.8.2	Documentation and Files	Maintain documentation and files as required in the respective sections.	quality	98	
			timeliness	98	
C.10.5.8.3.1	Invoice Processing	Receive and review incoming invoices, resolve problem documentation and process for payment as described, including preparation of administrative contract modifications.	quality	98	
			timeliness	98	
C.10.5.8.4	Invoice Certification	Complete invoice processing up to the point of certification for payment, forward certified packages to DFAS.	quality	98	
			timeliness	98	
C.10.5.8.5	EIC System Administration Support	Review and process EIC reports to ensure proper processing of all invoices and shall maintain required documentation.	quality	98	<b>9%</b>
			timeliness	98	
C.10.5.8.6	Vendor Payment Inquires	Be the central point of contact for vendors that have questions regarding payments.	quality	98	
			timeliness	98	
C.10.5.8.7	File Closeout and Retention	Conduct file close out and provide appropriate documentation to the Government Representative to release any remaining funds for a fiscal year as described in the PWS; archive, retrieve and dispose of files as required	quality	98	
			timeliness	98	
<b>C.10.5.9</b>	<b>SPECIAL PROGRAM MGMT</b>			98	
C.10.5.9.1	General Requirements	Manage the NSWC Special Programs			
C.10.5.9.2	Copiers	Provide support to the Copier Program for the entire NSWC Carderock Division, including all sites, to achieve the most cost-effective program that satisfies the needs of the Division; Be the primary point of contact.	quality	98	
			timeliness	98	
C.10.5.9.3	Cellular Phones	Provide support to the Cellular Phone Program for the entire NSWC Carderock Division, including all sites, to achieve the most cost-effective program that satisfies the needs of the Division; Be primary point of contact.	quality	98	
			timeliness	98	
C.10.5.9.4	Pagers	Provide support to the Pager Program for the entire NSWC Carderock Division, including all sites, to achieve the most cost-effective program that satisfies the needs of the Division; Be primary point of contact.	quality	98	
			timeliness	98	
C.10.5.9.5	Not Used				
C.10.5.9.6	Desktop Ordering Service	Provide support to the Desk Top Ordering Service for the entire Carderock Division to achieve the most cost-effective program that satisfies the needs of the Division. Be	quality	98	



**ATTACHMENT C.10-9**  
**Performance Requirements Summary**  
**Supply Customer Service**

PWS Para	Contract Requirement	Work Requirement	Standard	AQL	Weight of line item
		the primary point of contact.	timeliness	98	

**ATTACHMENT C.10-9**  
**Performance Requirements Summary**  
**Supply Customer Service**

PWS Para	Contract Requirement	Work Requirement	Standard	AQL	Weight of line item
<b>C.10.5.10</b>	<b>REPORTS</b>				<b>6%</b>
C.10.5.10.1	General	Prepare and Process all reports as specified	quality	98	
			timeliness	98	
C.10.5.10.2	Preparation of Recurring Reports				
C.10.5.10.2.1	General	Prepare the workload reports and distribute them.	quality	98	
			timeliness	98	
C.10.5.10.2.2	A & M Status Report	Process A & M Status Report	quality	98	
			timeliness	98	
C.10.5.10.2.3	Monthly Workload Report	Prepare and submit the monthly workload report.	quality	98	
			timeliness	98	
C.10.5.10.2.4	Data Calls	Analyze and submit data calls.	quality	98	
			timeliness	98	
C.10.5.10.3	Review and Processing of Recurring Reports			98	
C.10.5.10.3.1	General	Review and process all reports.	quality	98	
			timeliness	98	
C.10.5.10.3.2	Unmatched Disbursements	Reconcile unmatched disbursements.	quality	98	
			timeliness	98	
C.10.5.10.3.3	EIC Invoice Transmission Reports	Review and take action on invoice processing.	quality	98	
			timeliness	98	
C.10.5.10.3.4	Financial Rejects	Review and correct all financial rejects.	quality	98	
			timeliness	98	
C.10.5.10.3.5	ILSMIS Reports	Receive and properly distribute to the appropriate codes.	quality	98	
			timeliness	98	
C.10.5.10.3.6	Intelligent Queries	Manage Intelligent Query (IQ) reports, including developing and running IQ reports as required	quality	98	
			timeliness	98	
C.10.5.10.3.7	Interest Reports	Run/process the interest report monthly as described in the PWS.	quality	98	
			timeliness	98	

## **ATTACHMENT C.10-10. DIRECTIVES, PUBLICATIONS AND FORMS**

**ATTACHMENT C.10-10**  
**Directives, Publications, and Forms**

Instruction	Title	Mandatory / Advisory
DOD 700.14-R	DOD-Financial Management Regulation Volume 5	M
91-12	DOD-Defense Acquisition Circular	M
NAVSO P-1000	Accounting Classifications Volume 2	M
Carderock Division 5500.A	CD-NSWC Security Manual	M
NAVSUP Publication 486	Food Service Management-General Messes Volume 1	M
NAVSUPINST 440-184A	SECNAV Instruction 5500.AG	M
NAVSUPINST 4440.179 & 4610.3313	Operating Procedures for Bulk Petroleum & Coal Products	M
NAVSUP PUB 505	Packaging Hazardous Materials for Military Air Shipments	M
NAVSUP PUB 487	Ships Store Afloat	M
NAVSUP PUB 437	Operating Procedures Manual/MILSTRIP	M
NAVSUP 4200.85C	Supply Department Route Sheet	M
NAVSUP INSTR.4440.115G	Physical Inventory Program	M
NAVSUP PUB 485	Naval Supply Procedures Volume II	M
0530-LP-007-9981	Introduction to Supply Volume I-Naval Supply Systems Com	M
0530-LP-011-9047	Volume V - Naval Supply Systems Command Manual	M
NAVSUP Manual	Subsistence Retail Clothing Stores	M
Naval Supply Systems Command Manual Volume V	NAVSUP Manual-Transportation of Property	M
Sheets in Force-Volume II	NAVSUP Manual-Supply Ashore Chapters 01-04/Volume II	M
Supply Ashore-Material Expenditure	NAVSUP Manual-Supply Ashore Chapters 05-07/Index Volu	M
Forms	Title	
DD 1149		
DD 1155	Order for Supplies and Services	
DD 1348-1		
DD 1348-6part		
DD Form 200	Financial Liability of Property Loss	
Local Form	Excess Property Notification Memorandum	
SF 1034	Public Voucher for Services other than Personal	
SF 364	Report of Discrepancy	